

Family/Client Rights and Responsibilities

When using our services, you have a right to:

- Be provided with information about our services, how you can access them and where
- Make choices regarding services provided.
- Confidentiality and privacy
- Be informed on how and why we keep information about you and how and when you can access that information.
- Receive high quality, safe, fair, respectful services based on your needs and that the service be delivered without discrimination.
- Give us feedback at any time
- Receive accurate relevant, easy to understand information
- Make a complaint and expect that we will respond promptly

When using our services, you have responsibility for:

- Keeping your appointment or telling us at least one day before if you have to cancel or change an appointment time.
- Respecting the rights and safety of our staff and other clients using our services.
- Providing feedback that may result in improvements to our services.
- Ensuring any complaint about our service is made within a reasonable time frame so we can respond to it effectively.

Owning My Responsibility

It is never your responsibility to:

- Give what I really don't want to give
- Sacrifice my integrity to anyone
- Do more than I have time to do
- Drain my strength for others
- Listen to unwise counsel
- Retain unfair relationships
- Be anyone but exactly who I am
- Conform to unreasonable demands
- Be 100% perfect
- Follow the crowd
- Submit to overbearing conditions
- Meekly let life pass me by

(Taken from the Family Drug Support Stepping Stone to Success Course)