

Wellness & Emotional Support (WES) for Youth Online (WFYO)
Client Bill of Rights and Responsibilities

Client's Rights:

As a client of the organization, you have the following, without asking, rights to:

1. To have input into the development of new or existing projects and programs.
2. To be treated with dignity, consideration, and respect at all times.
3. To know that you are entitled to receive mental health services regardless of colour, gender, sexual orientation, race, religion, and national origin.
4. To receive full information about your counselors: knowledge, skills, experience and credentials, and to know that they continue to enhance their skills through professional development.
5. To request another counselor if uncomfortable with one assigned.
6. To exercise your rights without threat or punishment.
7. To know that any concerns or complaints will be addressed in a respectful and ethical manner.
8. To expect complete confidentiality and to expect that no information will be released without your knowledge and written consent, in keeping with the Personal Health Information Protection Act (PHIPA). Unless it is believed that:
 - i. You or someone else is in danger of physical harm
 - ii. If a child under the age of 18 may be at risk
 - iii. If WFYO is subpoenaed by a court of law or is presented with a search warrant.
9. To participate in the development of treatment goals, and know that you can stop counseling any time you want.
10. To know that your records are kept confidential and to review your file upon written request.

Client's Responsibilities:

As a client of the organization, you are responsible for the following:

1. To provide WFYO with accurate and up-to-date information about yourself, including your contact information, situation and concerns.
2. To keep your password safe and not sharing your password with anyone.
3. To try your best in following your treatment plans (including any 'homework' you agreed on with your counselor).
4. To be responsible for your own decisions and actions if you choose to refuse your treatment recommendations.
5. To be responsible to keep your appointments, and when unable to do so, to notify WFYO with sufficient time to reschedule.
6. To treat all WFYO staff/volunteers and other clients with dignity, consideration, and respect at all times. This includes not to post/share any inappropriate texts/messages/photos (e.g. content that are considered offensive, vulgar or sexually explicit). Failure in complying to this may result in an Incident Report being filed and submitted to the WFYO Executive Director.

By accepting services from WFYO, you acknowledge that you have read the above "Client Bill of Rights and Responsibilities" and you agree with all its terms and conditions.

APPROVED
Jenn Mulcaster
11.10.22