**Policy:**

Wayside House of Hamilton believes in client-centered practices. All individuals accessing services within the organization have rights that will be respected by all persons associated with the organization. Clients of Wayside House also have responsibilities that they are expected to fulfill while accessing our services.

**Client Rights**

1. **You have the right to personal safety**.

This means you have the right to protection from any and all forms of physical, sexual and psychological abuse and harassment.

1. **You have the right to the protection of your personal property**.

No staff member may borrow or take possession of (with/without clients’ permission) any of your personal property, except in cases when the property poses a threat to health or safety; and when you have agreed for Wayside House to hold your possessions for safekeeping. If you believe you have had your property stolen, taken or used without your permission, you have the right to have the incident properly investigated.

1. **You have the right to preserve your personal spiritual beliefs**.

There are different aspects of spirituality that are discussed at Wayside House. You have the right to have your own spiritual beliefs and to have those beliefs respected by others.

1. **You have the right to be treated with courtesy by staff, students, and volunteers.**

Wayside House uses different means of therapeutic intervention while working with clients. Disrespectful or threatening language and behaviour will not be tolerated. Discriminatory behavior, based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristics will not be directed toward you, and will also not be tolerated by you, and could result in discharge from our program.

1. **You have the right to ask questions and to receive honest answers**.

We encourage you to raise any questions you may have and we will answer your questions honestly.

1. **You have the right to appeal any decision made concerning you or actions taken relating to you, by staff, students, and volunteers while at Wayside House.**

If a client cannot resolve a concern after raising it with the individual who made the decision, they will be directed to the *Service Recipient Complaint Policy and Procedure* posted.

1. **You have the right to confidentiality**.

No staff member of Wayside House is allowed to reveal information about you to other clients or to anyone who is not involved in your ‘circle of care’ (including family and friends). Furthermore any parties involved in your ‘circle of care’ require your consent, in writing, before Wayside House can release any of your personal information. Wayside House pledges to obey all laws and regulations relating to the protection of clients’ privacy.

1. **You have the right to expect your addiction treatment will be delivered both professionally and competently. Our staff members are qualified to provide the care you need, and to work within their regulated scope of practice**.

You have the right to receive a competent assessment of your needs, to be informed of your options, and to participate fully in the development of your treatment and discharge plan.

1. **You have the right to refuse to perform unsafe tasks**.

Participation in daily housekeeping and grounds maintenance are part of the milieu therapy in our residential treatment programs; these activities help create a sense of community. However, you have the right to refuse to participate in any activity you consider unsafe or when you do not have the proper training/supervision to perform a specific task.

1. **You have the right to be treated both as an individual and as a member of your community.** You have the right to be considered and treated as an individual. You have the right to be included and treated as a member of your program’s community, with all the benefits and obligations this membership involves. Wayside House recognizes the value and importance of the 12-Step Fellowship, however participation is optional.

**Client Responsibilities**

1. **You are responsible for maintaining sobriety**.

While at Wayside House, you are expected to maintain total abstinence from substance use. Medication prescribed by a recognized practitioner for a legitimate purpose will be administered only when approved prior to admission.

1. **You are responsible for respecting the personal safety of others**.

Any and all forms of physical, sexual and psychological abuse or harassment against fellow clients, staff, students, volunteers, visitors or others is unacceptable and could result in immediate discharge.

1. **You are responsible for respecting the personal property of others**.

No client may borrow or take possession (without permission) of another’s personal property while at Wayside House.

1. **You are responsible for respecting the spiritual beliefs of others**.

Everyone has personal spiritual beliefs. You are responsible for respecting others when their beliefs differ from your own.

1. **You are responsible for treating staff, students, volunteers and visitors with courtesy.** Disrespectful, threatening and mocking language or behavior directed at others will not be tolerated by Wayside House. Discriminatory behavior, based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristics will also not be tolerated, and could result in immediate discharge.
2. **You are responsible for being honest and open**.

Treatment will be most effective when you are open to the variety of therapeutic interventions at Wayside House. You are expected to partner with Wayside staff in a treatment process that requires honesty, open-mindedness, and willingness.

1. **You are responsible for listening and reflection**.

Feedback will be offered and you are responsible to listen and reflect upon the information being given. If you receive feedback or information that is inappropriate or unacceptable, you have the right to complain.

1. **You are responsible for respecting the confidentiality of others.**

Information revealed to you while in treatment is not to be shared with others, except in circumstances where not sharing the information would endanger the safety or well-being of yourself or others.

1. **You are responsible for active participation in the therapeutic process**.

Success in recovery depends upon your full engagement in the therapeutic process, and the contribution you make when planning for your care and discharge.

1. **You are responsible for participating in community living**.

Assistance with housekeeping and grounds maintenance are part of the milieu therapy in our residential treatment program. You are expected to contribute to community living by performing any reasonable task assigned to you.

1. **You are responsible for behaving as both an individual and a member of your community**.

You are to be concerned about your own well-being and the well-being of others while at Wayside House. You are responsible for following Wayside House rules; established to protect the well-being of all persons involved with the organization.

***I have read Wayside House’s ‘Client Rights and Responsibilities’, and confirm my commitment to assume every responsibility expected of me.***

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*Client Signature Date*