

CLIENT RIGHTS AND RESPONSIBILITIES¹

Client rights:

- To feel safe, respected, and treated with dignity.
- To be unharmed physically, emotionally, or psychologically by RAAM clinic staff.
- To receive appropriate support and attention.
- To actively participate in all aspects of care planning.
- To receive services even while under the influence of drugs or alcohol.
- To understand where and how to share any concerns about care, staff, and processes.

Client responsibilities:

- To respect others while on site.
- To help create and maintain a safe and respectful space for all clients and staff.
- To not use, sell, exchange, share, or pass substances to anyone while onsite.
- To respect the privacy of others onsite.
- To bring concerns or complaints to the attention of a clinic manager.

Signature

Date

¹ Adapted from materials provided courtesy of the Northwestern Ontario Regional RAAM Steering Committee.