



RIGHTS AND RESPONSIBILITIES OF CHIMO CLIENTS

CLIENT RIGHTS

RIGHT TO FAIR AND PROFESSIONAL TREATMENT

You have the right to be treated fairly and to receive service without being subjected to abuse, financial or other exploitation, retaliation, humiliation, or neglect. We strive to provide the highest standard of service and to promote a professional and harassment-free environment.

RIGHT TO ACCESS YOUR RECORDS

You have the right to access your records through a formal request process. Access will be provided if the release of information does not violate any existing legal, ethical, or professional protocols.

RIGHT TO A HEALTHY AND SAFE ENVIRONMENT

In consideration of your health and safety, we are committed to:

- Ensuring a safe environment that is free from illegal drugs, potentially dangerous items, weapons, and other items that are not permitted
- Not controlling, prescribing, dispensing, or administering medications or legal drugs
- Allowing clients to possess nicotine products, including cigarettes, chewing tobacco, nicotine gum, and electronic cigarettes, while on the premises, if the products are used within designated areas
- Not implementing the use of restraints or seclusion

RIGHT TO CONFIDENTIALITY, PRIVACY, AND INFORMED CONSENT

We treat all client information as private and confidential and will not release your information without your written consent (except under conditions required by law).

You have the right to know the potential risks and benefits of participation in a program prior to receiving service. You also have the right to withdraw your consent at any time without retaliation or barriers to receiving service from us in the future.

RIGHT TO MAKE A COMPLAINT

You have the right to make a complaint if you are not satisfied with our service. We aim to learn from complaints to prevent similar failings from re-occurring. The action of filing a complaint will not result in any form of retaliation or barrier to receiving service from us in the future.

Complaint Process:

To submit a written complaint, please request a Formal Complaint Form from your program's supervisor or from our receptionist. Once your Form has been received by the appropriate staff person, we will acknowledge it by phone or in writing within 4 business days. The complaint will be investigated, and upon completion of the investigation, we will contact you again to inform you of the outcome.

CLIENT RESPONSIBILITIES

RESPECTING OTHERS

You are expected to respect the rights, dignity, confidentiality, and privacy of Chimo staff and other clients. Any behaviour that threatens the safety of others will not be tolerated and may result in termination of service.

CANCELLATIONS AND ILLNESS

You are expected to provide at least 24 hours' notice when cancelling an appointment.

In consideration of the health of our staff and other clients, we ask that you cancel your appointment if you are ill. Please provide us with as much notice as possible in this scenario.

If you have any questions or concerns about this document, we would be pleased to review it with you in detail. We are committed to eliminating any barriers that may prevent you from understanding your rights, including providing translated documents or interpretation services.

Thank you,
Chimo Community Services

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