

Client Rights and Responsibilities

Madison Community Services upholds clients rights and responsibilities to ensure that clients receive high-quality care, while also maintaining a respectful and supportive environment for both clients and staff.

Client Rights

- **Respect and Dignity:** you have the right to be treated with respect and dignity, regardless of your race, religion, culture, language, gender, sexuality, disability, and age.
- **Privacy and Confidentiality:** you have the right to privacy and confidentiality when seeking or receiving care, including the confidentiality of your client file records.
- **Informed Decisions:** you have the right to receive accurate information concerning diagnosis, treatment, risks, and prognosis of an illness or health condition, enabling you to make informed decisions about your care.
- **Access to Services:** you have the right to access services that support you to successfully manage your own health and care.
- **Complaints Procedure:** you have the right to access a formal complaints procedure and to be represented by a friend, relative, or another worker from a different agency, if necessary.
- **Feedback:** you have the right to ask questions, seek clarification, or address any issues of concern about the service in a timely manner, in order to assist the service provider to improve their service. You are encouraged to provide feedback on the services received. This feedback is valuable for the continuous improvement of services

Client Responsibilities

- **Respect and Confidentiality:** you have the responsibility to respect and maintain the confidentiality of others.
- **Grant Consent:** you will be asked to grant signed consent annually. This is not mandatory and you have the right to revoke your consent at any time by informing your assigned case manager. The Client Consent Form enables your case manager to communicate with external workers and/or family members regarding your case. For more information please refer to the Client Consent Form.

- **Collaboration in Treatment Planning:** you are encouraged to collaborate with staff in developing and implementing your own treatment plans. This involves expressing your needs, goals, and preferences, and providing feedback on the services received both at Madison and services externally referred to.
- **Active Participation:** you have the responsibility to play an active role in your care, including providing complete information about your condition/life challenges to enable the delivery of proper support service. As well as having the responsibility of following through on tasks agreed upon for you to fulfill.
- **Commitment to Recovery:** you are encouraged to commit to your recovery. This involves taking an active role in your treatment/support plans, making use of the resources provided, and working towards your recovery goals.
- **Appointment Attendance:** you have the responsibility to arrive on time for appointments, or ensure that you provide a minimum 24 hours' notice if you are unable to attend.
- **Respect for Policies and Procedures:** you are expected to respect the agency's policies and procedures.
- **Treat Everyone with Respect:** All staff, clients and visitors deserve a safe and respectful workplace. At Madison, we have zero tolerance for behavior that intimidates, isolates or discriminates including racial, gender or homophobic slurs; threats of physical force; acts of harassment or violence. Any of these actions could result in the removal from the property and in the immediate discharge from our program and services.