

Equality Respect Speak Quality Participate Opportunity Confidentiality Dignity Freedom

Client Bill of Rights



The Client Bill of Rights has been developed to recognize and promote the dignity and worth of all people who use the services of the Canadian Mental Health Association (CMHA) Toronto Branch. It has been developed in collaboration with service users, members, families and staff of CMHA Toronto with the intent that this document will cultivate and promote a safe and respectful organizational culture.

The Board of Directors of CMHA Toronto has endorsed the Client Bill of Rights and expects that everyone working at the agency will respect and uphold the Client Bill of Rights to the extent permitted by law and Government requirements.

1. Right to be respected

Clients have the right to be treated with dignity and respect in all aspects of their care at CMHA Toronto. This includes having the right to be treated in a respectful manner, regardless of mental health challenges, symptoms and diagnosis. Clients have the right to be treated in a courteous and non-judgmental manner, and to have requests for changes in services or supports addressed in a fair and timely manner.

2. Right to be free from discrimination on any grounds

Clients have the right to equal treatment with respect to the services and supports at CMHA Toronto without discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or mental or physical disability.

3. Right to individuality, dignity, liberty and freedom of choice

Clients have the right to participate in decisions related to their care, including the right to participate in decisions regarding services, the right to participate in decisions regarding treatment, the right to change their mind regarding the type of support that they desire, and the right to terminate services except where there may be legal obligations with respect to services. Clients have the right to express their individuality, including the right to express their feelings and opinions.

4. Right to privacy and expectation of confidentiality

Clients have the right to have their privacy respected and to expect that their personal information, including records, will be treated in a confidential manner as further set out in CMHA Toronto's privacy policy.

5. Right to speak and be heard

Clients have the right to speak and to have their opinions considered at CMHA Toronto. Clients have the right to a complaints procedure that is user-friendly. Clients also have the right to have another person speak on their behalf, if they so choose. Clients have a right to their own opinions and to express those opinions.

6. Right to be free from violence

Clients have the right to be free from violence at CMHA Toronto. Violence includes sexual harassment, sexual, physical, or verbal assault, and hate speech. CMHA Toronto will use all reasonable efforts to protect clients from harm.

7. Right to equitable opportunity

Clients have the right to be treated in a fair and just manner. This includes the right to have individual differences accommodated in services and supports when such accommodation does not cause undue hardship.

8. Right to be involved and included and to participate fully in the CMHA Toronto Community

Clients have the right to be involved and included as part of CMHA Toronto by being involved in different levels of decision making, and by participating in events, meetings, employment and volunteer opportunities that are open to clients.

9. Right to be informed

Clients have a right to be informed of their rights and changes that affect them, including changes in programs or policies, and staff changes. Clients have the right to have fair access to CMHA Toronto programs they are involved in and also to other programs offered by CMHA Toronto.

10. Right to quality services

Clients have the right to expect that they will receive high quality service at CMHA Toronto which includes the right to be given choices about recovery enhancing and wellness supporting services, support, and treatment; to be provided with support in accessing other community social or support services; to be informed about their treatment options; and to be involved and included in the creation of their care plan.

