

CLIENT RIGHTS AND RESPONSIBILITIES



As a client, you have the right to :

BE RESPECTED

Be treated with respect, benevolence and dignity, at all times.

RECEIVE QUALITY SERVICES

Receive services that meet your needs and match your preferences, without incurring any form of discrimination related to your culture, values or beliefs.

BE INFORMED AND HEARD

Have access to fair and complete information about services.

Ask questions and get clarification about care and any information about you.

Participate in decisions that affect you and have the opportunity to challenge them.

Express your concerns about the quality of a service without risk of retaliation or prejudice.

Share your comments about the services you receive from the staff.

As a client, you have the responsibility to :

BE RESPECTFUL

Adopt respectful, non-violent behavior towards employees and other clients.

Respect Montfort Renaissance's buildings and material assets that are at your disposal.

Respect Montfort Renaissance's organizational policies and procedures.

BE INVOLVED

Be involved in your own wellness process by presenting yourself at your appointments and respecting your service plan.

COLLABORATE

Provide your basic information and documentation required for service delivery.