

# Declaration of Client Rights and Responsibilities

Children's Treatment Network (CTN) is committed to protecting and promoting the rights of the people we serve in accordance with the laws of Ontario. Children, youth and families receiving services and supports from CTN also have responsibilities so we can work effectively as partners.

## WHEN YOU RECEIVE SERVICE OR SUPPORT FROM CTN EMPLOYEES, PARTNERS, AND VOLUNTEERS, WE WILL:

- Treat you with respect and dignity
- Be sensitive to your cultural, language and spiritual practices
- Serve you without discrimination, harm or abuse of any kind, regardless of race, ethnicity, age, gender, sexual orientation, ability, or other grounds according to the Ontario Human Rights Code
- Protect your privacy and confidentiality and respect your right to withdraw consent
- Provide access to your health record
- Give you the information you need to make timely decisions
- Provide you with information about programs and services that you might be eligible for
- Provide high quality services and supports with qualified providers in safe, clean and accessible locations
- Facilitate your participation in all aspects of services
- Respect your right to refuse service or to disagree with your provider
- Welcome and respond to your issues, concerns or complaints with appropriate investigation and without any negative impact on your service

## WE ASK THAT YOU:

- Treat staff and others with respect
- Inform staff of any need that requires our awareness or accommodation
- Provide accurate information
- Actively participate in all aspects of your or your child's service
- Let us know if you can't keep an appointment
- Respect the privacy of others and maintain confidentiality
- Report any concerns to your service provider or complete a form on our website - [www.ctnsy.ca/complaintform](http://www.ctnsy.ca/complaintform)

CTN is committed to ensuring a safe and respectful workplace for everyone. Discriminatory, threatening or harassing behavior will not be tolerated and may result in a withdrawal of services.

For more information, visit

[www.ctnsy.ca](http://www.ctnsy.ca) or call us at **1-866-377-0286**



**Children's  
Treatment Network**

*Better Together: A vibrant community where all kids, youth and families belong.*