

# Declaration of Client Rights and Responsibilities

Children's Treatment Network 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 Children's Treatment Network also have responsibilities, so we can work effectively as partners. CTN is also committed to ensuring a safe and respectful workplace, and cannot tolerate discriminatory, threatening or harassing behaviour or actions. Such behaviour could be grounds for terminating our relationship with you.

## 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, and ensure that you know what you are 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, and if desired, the participation of a support person, advocate or service animal
- 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

## THESE ARE THE RESPONSIBILITIES WE ASK OF 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 service
- Let us know if you can't keep an appointment
- Report any concerns to your provider, or via the complaint process at [www.ctnsy.ca/complaintform](http://www.ctnsy.ca/complaintform)

For more information visit

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



**Children's  
Treatment Network**

*Building brighter futures together  
for kids with multiple special needs.*