

Client Charter of Rights

Clients of CMHA Durham have the right to:

1. Be treated with *courtesy, dignity, respect and equality*.
2. Receive services in a *safe environment*.
3. Make *voluntary and informed decisions* about their treatment, services, or participation in research studies.
4. *Determine their own actions* and receive support for their personal growth, development, and desired independence.
5. *Privacy and confidentiality*, in keeping with Ontario privacy laws.
6. *Quality* services that meet accepted standards of excellence within the healthcare field.
7. Services sensitive to their *individuality and diversity* including their mental, physical and emotional needs.
8. Services that encourage the *involvement* of formal and informal *care providers* including family, significant others, and professionals.
9. Express their *concerns and complaints* verbally or in writing, with no negative consequences.
10. Active *participation and partnership* in the delivery, planning, and improvement of their services.
11. *Open communication and clear information* about their possible or actual services.
12. Assistance to *advocate* for their needs.

VISION

We envision mentally healthy people in a healthy society.

MISSION

Our Mental Health and Primary Care Centre promotes and enhances the mental, emotional, and physical well-being of our community. We do this through education, collaboration, advocacy, and the provision of a broad range of direct services that meet our community's needs.



CMHA Durham is a welcoming community Mental Health Centre doing all we can to help people move forward.

Canadian Mental Health Association
Durham

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www.cmhadurham.ca



Canadian Mental
Health Association
Durham

HELPING PEOPLE MOVE FORWARD

CMHA Durham welcomes
your
Comments and Feedback



*Creating an environment
where you can
comfortably share your feed-
back and concerns about our
services.*

OUR COMMITMENT TO QUALITY AND SAFETY

The Canadian Mental Health Association Durham (CMHA Durham) is committed to delivering high quality, safe health services that benefit clients. We want your CMHA Durham services to be safe, effective, accessible, confidential, and focused on **your** needs.

CMHA Durham’s Service Feedback policy applies to inquiries, compliments, suggestions and concerns/complaints received by CMHA Durham relating to our activities, programs, services, staff, contractors, consultants and volunteers.

When it comes to concerns, we want you to have every opportunity to voice any concerns about our services so we can proactively address them and ultimately improve service.

You may have concerns about:

- The **safety** of services you receive
- The **quality** of services you receive
- How **services** are provided

When sharing concerns with us, please direct your feedback to the appropriate program to be acknowledged.

The program will acknowledge your concerns and through discussion seek resolution.

Please call 905-436-8760, followed by the extension of the program your concern pertains to:

- * Assertive Community Treatment Ext 341
- * Community Access Services (Short-term Case Management, Criminal Justice Case Management) Ext 101
- * Community Treatment Order program Ext 296
- * Housing & Case Management Services Ext 290
- * Nurse Practitioner-Led Clinic Ext 298
- * Community Wellness Services (Day Programs, Youth Programs, Small Business Initiatives) Ext 293
- * Transitional Rehabilitation Housing Program (TRHP) Ext 292

There may be situations that require a more formal manner of resolution seeking . In such cases, please submit a completed copy of the Service Feedback Form to the CMHA Durham Privacy & Complaints Officer.

This form can be obtained through any of our programs, reception desk or found on our website by visiting www.cmhadurham.ca

YOUR INPUT WILL HELP US IMPROVE SERVICES FOR OUR CLIENTS

If you are unable to contact the Program for any reason, you are free to contact the CMHA Durham Privacy & Complaints Officer at 905-436-8760 Extension 104 and they will assist you.

