

SERVICES USER'S RIGHTS AND RESPONSIBILITIES

Our commitment

Welcome to the Centre de réadaptation en dépendance (CRD) of the CISSS de la Montérégie-Ouest. We provide specialized rehabilitation services aimed at preventing, reducing and treating problems related to alcohol, drugs (including prescription medications), gambling and problematic Internet use.

Our staff is committed to providing you with quality services in line with your current or past services.

We will let you know before hand of any absences or changes to the activity schedule.

We strive to provide collaborative and compassionate services, tailored to your needs and objectives.

Above all, our staff members are dedicated to respecting our policies, procedures, code of ethics and rules; all of which are based on our institution's core values of compassion, consistency, confidence, collaboration, and commitment.

You will be given information about the services during your intake meeting. This document contains information about your rights and responsibilities, along with a reminder about the "Consent to care and services" form and information about confidentiality.

We recommend you read this document carefully, to make sure you benefit as much as possible from your rehabilitation process. We will be happy to answer any questions you might have.

➡ The items indicated below by an arrow will be presented to you by the staff.

Your rights

Pursuant to the Act respecting health services and social services, we uphold your right to:

- ➡ Access your record, subject to certain limitations;
- ➡ File a complaint if you are dissatisfied with the services you received or should have received, and express your concerns about the quality of a service.

Request a new case worker, as per procedure (and based on available resources at the CISSSMO as well as the needs of other users);

Request to be accompanied by a trustworthy person or a representative when receiving services, or refuse that certain individuals participate in the provision of services ;

Be treated with dignity and respect;

Not tolerate any form of abuse, exploitation or discrimination (cultural, religious or other).

Your responsibilities

To make sure that your process of rehabilitation goes smoothly and to help you adhere to the process, we ask that you do the following:

- ➡ Respect other users and CRD staff members. Verbal and physical abuse, threats, bullying, taxing and vandalism will not be tolerated;
- ➡ Let your case worker know if you can't make it to a scheduled activity or meeting;

- Show up on time for the activities in your intervention plan and show commitment to the process. Any absences will be discussed with your case worker;
- Refrain from showing up intoxicated. If the staff members think you are under the influence, they will not let you drive home;
- Refrain from bringing food or eating during the activities;
- Refrain from drinking energy drinks, alcohol and cannabis-infused beverages during the activities. Water, tea, coffee and juice are permitted;
- Respect the other users' privacy;
- Refrain from using, selling or trading psychotropic drugs at the rehabilitation centre. Moreover, solicitation and illegal activities (theft, gambling, selling cigarettes, etc.) are prohibited.

Give your opinion and make suggestions, based on your experience, to improve the care and services offered to you;

Turn off all electronic devices during activities. Out of respect for others, refrain from checking your notifications and messages;

Avoid wearing clothing with images or messages that promote drinking, drugs, violence, sexism or racism;

Restrict smoking and vaping to outside the building, in authorized areas, off the institution grounds;

Stay in the waiting room when not participating in activities;

Provide accurate information and actively participate in all clinical activities (intake, assessment, referral and rehabilitation) planned for you at the CRD;

Respect the physical premises and environment at the CRD;

Check in at the front desk for your appointments;

Report safety hazards and follow the rules and regulations.

Your consent

The consent form lets the staff members:

- ◆ Collect the information needed to develop an intervention plan (IP), an interdisciplinary intervention plan (IIP), a therapeutic nursing plan (TNP), or an individualized service plan (ISP), which will be subject to specific consent forms;
- ◆ Share information between the CRD team members to ensure follow-up and delivery of appropriate care and services;
- ◆ Provide safe and appropriate care and services.

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Provide safe and appropriate care and services.

CONFIDENTIALITY

Your personal information is protected by law. Any staff member with access to your record is legally required to respect your privacy and the confidentiality of your personal information. No information will be given to anyone outside the care team without your permission. For a minor under 14 years of age, permission from a parent or an authorized person is required.

Main exceptions to the duty of confidentiality

1. To prevent an act of violence, including a suicide, where there is reasonable cause to believe that there is an imminent danger of death or serious bodily injury to a person or an identifiable group of persons, and the nature of the threat creates a sense of urgency;
2. When there is reasonable cause to believe that the safety or development of a child is at risk;
3. Court order requiring the record to be disclosed;
4. If you are currently under 14 years of age, your parents or authorized person have the right to consult the information in your record, except under specific legal circumstances.