

# SHIP Client & Family Bill of Rights

June 2019

Services and Housing In the Province (SHIP) is committed to a safe, healthy and positive environment (*from the Code of Conduct*) that is respectful and supportive of clients, their families\* and staff. The SHIP Bill of Rights has been developed to create an overarching statement that supports and promotes the dignity and worth of all clients, families and staff engaged in service with SHIP.

*\* Family may include all who care about an individual's mental and physical health and wellness. This can include an individual's extended family, partners, friends, advocates, guardians or other representatives, as identified by the individual.*

## ***As an individual and family receiving service through SHIP, I expect to:***

- Have my privacy and confidentiality protected
- Be aware of how my information is used
- Have access to my information
- Be treated with respect and care
- Have my cultural and spiritual beliefs respected
- Have my lifestyle choices respected
- Be free from abuse, exploitation, and discrimination
- Experience support in a manner that suits my needs, i.e. accessibility, language, accommodations

## ***We also have the right to:***

- Participate in all aspects of service and make personal choices
- Have a support person or advocate involved in our services
- Appeal a service/recovery plan decision or file a complaint
- Take part in or refuse to take part in research or other types of information gathering tools
- Receive safe, competent, professional service in a comfortable and welcoming environment
- Understand how to raise concerns about the quality of service we receive

## ***Client and Family Responsibilities include:***

- Treating one another with respect
- Supporting a safe, harm-free environment free of violence
- Providing accurate information, reporting safety risks, and observing rules and regulations
- Actively engaging in service planning as a family where appropriate and with consent
- Accessing information that will support understanding and positive relationships

*The SHIP **Client and Family** Bill of Rights has been created in collaboration with our Client and Family Program Advisory Committee and through consultations with client and family programs and services. Individuals engaged in the project wish it to be a living document created with the ability to grow and change to address any changing service expectations.*

*The Client and Family Bill of Rights will be embedded in the culture of SHIP service delivery and shared with all individuals receiving support through SHIP and posted at all SHIP owned locations.*