

CLIENT'S RIGHTS & RESPONSIBILITIES

YOUR RIGHTS

- To be treated with respect, dignity and fairness at all times.
- To know the qualifications and professional status of the Construction Industry Drug and Alcohol Foundation (CIDAF) employee you are to consult.
- To receive the best available health care when you need it.
- To be assured of confidentiality at all times, within legal and house guidelines.
- To be informed of your treatment or management plans, and be given the opportunity to consult and participate in these plans and suggest alterations according to your own judgement.
- To the services of an interpreter upon request.
- To read your case management file in the presence of a senior employee and to have your comments recorded at your request (as per Freedom of Information Act guidelines).
- To seek the services of an alternative counsellor if dissatisfied with the counsellor allocated to you.
- To refuse involvement in research and/or experiments.
- To refuse service from a student or volunteer.
- To be free from discrimination and harassment.
- To receive information about health and other counselling services for your ongoing care.
- To have access to the Foundation House Grievance Procedure if you feel that your rights have been ignored in some way.
- To discuss with the Manager of Foundation House any concerns you may have about the treatment you receive.
- To offer constructive criticism, and make suggestions to improve the service provided by Foundation House.

YOUR RESPONSIBILITIES

You have the responsibility:

- To treat other clients and all CIDAF employees with respect and fairness, and to observe a co-operative and tolerant approach to the community at large.
- To be open and honest when dealing with employees and other clients in the course of your treatment.
- To attend groups as required, arrive on time, and be prepared to participate.
- To tell us about your medical history, any problems you feel may be affecting your condition, any details of any drugs or medications that you take regularly or occasionally (including alternative therapies or herbal products).
- To correctly follow medication regime prescribed by your health provider and to not vary that regime without professional confirmation.
- To approach employees immediately should any problems arise which may adversely affect or hinder your treatment and progress.
- To pay your rent and/or any charges incurred by you.
- To smoke only in the designated areas of the facility.
- To communicate your thoughts and feeling in such a way as to maintain an atmosphere free of hostility, resentment or conflict.
- To foster open and truthful relationships by minimising passive aggression.