

At Calgary Counselling Centre the wellbeing of our clients is our top priority. As such, we have developed a Client Bill of Rights. The Client Bill of Rights is designed to recognize, promote and protect our client's right to be treated with dignity and respect.

Right to be treated with Dignity and Respect

- All clients have the right to be treated with dignity and respect throughout all aspects of their experience with Calgary Counselling Centre, regardless of their age, race, colour, gender identity, sexual orientation, culture, religion, marital status, ancestry, mental or physical ability, socioeconomic status or legal status.

Right to Safe Services

- All clients have the right to a safe space in which to receive services from Calgary Counselling Centre.
 - In case of in-person services, Calgary Counselling Centre will provide a safe, clean and accessible space.
 - In case of services delivered via telephone or online videoconferencing platform, Calgary Counselling Centre commits to providing secure options for engaging in services, while clients have the responsibility to ensure they have a private and safe location in which to engage in services.
- All clients have the right to receive services from Calgary Counselling Centre that are free from discrimination, harassment, and abuse.
- All clients have the right to receive counselling services that are carried out by counsellors with appropriate professional competence and experience and comply with the governing regulations and legislation around mental health services in the province of Alberta.
- All clients have the right to access their files kept at Calgary Counselling Centre.
- All clients have the right to access Indigenous, religious or spiritual leaders, or other cultural resource persons for support.

Right to Privacy and Confidentiality

- All clients have the right to receive services from Calgary Counselling Centre in a manner that respects their privacy and confidentiality.

- All clients have the right to communicate with administrative and counselling professionals of Calgary Counselling Centre in a manner that respects their privacy and confidentiality, which includes, but is not limited to, communication via telephone, email, videoconferencing technology, and in-person meetings (when safe to do so).
- All clients have the right to their personal information being stored in a confidential and secure manner.
- All clients have the right to provide full, informed, written consent prior to any personal information being communicated with third parties, unless required by law.
- All clients have the right to be fully informed about the legal limits to confidentiality, including the legal and/or ethical obligations to:
 - Intent of the client to seriously harm or kill themselves or someone else, when breaking confidentiality might assist in saving the client's or other persons' lives
 - If there are reasonable and probable grounds for believing that a child is being neglected or abused, Calgary Counselling Centre has the legal responsibility to report it.
 - Release the client's file if there is a court order, legal request or search warrant

Right to Independent, Informed Decision-Making and Consent

- All clients have the right to be fully informed about all aspects of the counselling service they receive through Calgary Counselling Centre, including, but not limited to, the goals of service, length of service, service fees, to whom information gathered will be disclosed and why.
- All clients have the right to make independent, and fully informed decisions regarding the counselling services offered at Calgary Counselling Centre, including, but not limited to, whether to register and engage in the services, and to discontinue their engagement in services.
- Should a client be unable to understand the information presented to them (e.g., a child), their parent or custodial parent/legal guardian will be provided the information.

Right to Complain

- All clients have the right to file a complaint regarding any aspect of their interaction or services received from Calgary Counselling Centre, without fear of retribution.
- All clients have access to the Centre's Complaint Policy and Procedures on the Centre's website at <https://calgarycounselling.com/complaints-policy>