

CLIENTS RIGHTS AND RESPONSIBILITIES TRAINING TOOL FOR STAFF

1. I have the Right to be treated the same as others

Ask the client: What does that mean to you?

If they have difficulty describing this, give them some help.

Examples: people speak in a “nice” way, people are friendly, people ask me to do things in a nice way, etc.

Ask the client: What does “nice” mean?

Responsibilities/Rules:

I have to treat everyone the way I want to be treated

Ask the client: What do think that means?

Examples: Not yelling, not being rude, not telling others what to do, etc.

2. I have the Right to make my own choices

Ask the client: What kinds of things can you choose to do?

Examples: Clothes to wear, food they like to eat, things they want to do, places to go, jobs (volunteer or paid), etc.

Responsibilities/Rules:

The choices I make should not hurt myself or anyone else

3. I have the Right to have friends

Ask the client to name their friends, and how do they know that they are their friends.

Examples: they listen to me; they help me understand things; they do nice things for me, they go to the movies with me, have coffee with me

Help them to broaden their understanding of friends and acquaintances.

Responsibilities/Rules:

I need to do nice things for people who are my friends

4. I have the Right to ask for help and receive help from people. I have the Right to refuse help as well.

Ask client what kinds of things do they need help with, and who would they ask - at home or elsewhere?

Examples: getting dressed, if I want ketchup, if I want to talk can't find the words, if I need help in the washroom, opening or closing my bag or coat.

Responsibilities/Rules:

I have to ask for help nicely, and accept help when I need it.

5. I have the Right to do things for myself

Ask client what things they can do, or would like to do for themselves.

Responsibilities/Rules:

I need to try to do things for myself first and then ask for help when I need it.

I have to make sure that I don't do things that might hurt myself or anyone else

6. I have the Right to say what I feel

Ask client what kinds of feelings that they might want to talk about.

Examples: when they like something, or don't like something, when they are happy, sad, scared, hurt or angry, if they want to say what they enjoy doing, if they want to cry, etc.

Responsibilities/Rules:

I can talk about or show what my feelings are; I can write them down, or draw them, I can talk about them in a "nice" way.

I will talk about my feelings in a way that does not hurt other people's feelings.

If I am angry, I have to do it without hurting other people's feelings, things or hurting people

7. I have the Right to be safe

Ask the client: What do you think safe means?

Examples: safe from the cold, safe from strangers, people who hurt, traffic, going down the stairs.

Responsibilities/Rules:

I have to take care so that I don't put myself in danger

I must look both ways before crossing the street; I must tell a safe person where I am going so that people know where I am (name a safe person).