

THE CLIENTS' OBLIGATIONS

REHABILITATION PROCESS

Exercising the right to participate in decisions which affect his state of health or well-being means that the client is responsible for participating in drawing up and carrying out his intervention plan or service plan, participating in the services for which he has given his consent and providing accurate and relevant information. Even when referred by a third party (ex.: judicial system, relative, employer), the Centre Dollard-Cormier – University Institute on Addictions expects that the client will undertake the rehabilitation process on a voluntary basis and participate in preparing his intervention plan.

THE CENTRE'S REGULATIONS

Provision of services to a client is conditional on the respect of the Centre's regulations. The client must:

- › Report sober and wear the appropriate clothing
- › Be punctual and provide an explanation if he/she is absent or late
- › Respect the confidentiality of what is shared by other clients
- › Show respect to the other clients, the staff and the physical premises. In this regard, no form of intimidation, aggression, harassment or violence will be tolerated
- › Not consume or traffic in alcohol, drugs or medication on the premises
- › Not carry weapons on the premises
- › Not leave the Centre by driving a vehicle when intoxicated

Certain services and programs may have additional regulations.

THIS GUIDE IS DISTRIBUTED TO THE CLIENTS BY THE CENTRE DOLLARD-CORMIER – UNIVERSITY INSTITUTE ON ADDICTIONS' ACCESS SERVICES

- › **Reception, Assessment and Orientation (25 years and over)**
950 de Louvain St. East
514.385.1232 (1 CDC)
- › **Substance abuse Emergency Triage**
110A Prince-Arthur St. West
514.288.1232 (1 CDC)
- › **Youth Program – Outpatients (24 years and under)**
3530 St-Urbain St.
514.982.1232 (1 CDC)
- › **Pathological Gambling Program**
950 de Louvain St. East
514.385.1232 (1 CDC)

110 Prince-Arthur St. West
514.288.1232 (1 CDC)
- › **Clinique Cormier-Lafontaine**
110 Prince-Arthur St. West
514.282.6060
- › **Pointe-de-l'Île Site**
13 926 Notre-Dame St. East
514.642.2121
- › **Palais de justice Site**
1 Notre-Dame St. East
514.392.1232 (1 CDC)

www.centredollardcormier.qc.ca



FOR INFORMATION

950 DE LOUVAIN ST. EAST
MONTREAL (QUEBEC) H2M 2E8
514.385.1232 (1CDC)

CLIENTS' GUIDE TO SERVICES





WORD OF WELCOME FROM THE EXECUTIVE DIRECTOR

Welcome to the Centre Dollard-Cormier – University Institute on addictions. You are taking a very important step today to improve the quality of your life and well-being, we congratulate you for it. As a public institution in the health and social service network, the Centre Dollard-Cormier – University Institute on addictions complies with the *Act respecting health services and social services* which recognizes clients' rights. This pamphlet describes the Centre's main obligations to you as well as your responsibilities which will enable you to take full advantage of the time you spend at the Centre. Supported by a dedicated and skilled staff, the Centre Dollard-Cormier – University Institute on addictions works closely with the Clients' Committee to ensure your rights are respected. This Committee also has a mandate to promote improvements in the quality of the client's living conditions and to assess their satisfaction in regard to the services they obtain from the Centre. Located at the main entrance on 950 Louvain Street East, you can contact the Clients' Committee by telephone at 514.385.1232, extension 5149.

We wish you all the best in taking this step at the Centre Dollard-Cormier – University Institute on addictions.

Madeleine Roy
Executive Director

THE CENTRE'S OBLIGATIONS

CODE OF ETHICS

The Code of Ethics has been prepared by the Centre for its clients and staff. It fulfills the obligation to promote and disseminate the clients' rights in regard to the services they receive, as well as identifying the practices and behaviour expected of all the staff. We encourage you to find out more about the Centre Dollard-Cormier – University Institute on addictions' Code of Ethics which you can obtain from your addiction counsellor or the secretary of the service you consult.

INTERVENTION PLAN AND SERVICE PLAN

The Centre Dollard-Cormier – University Institute on addictions has an obligation to ensure quality services provided to its clients. To do so, each client participates in his intervention plan which identifies his needs, the objectives of the intervention and means to be used, the results expected and the anticipated period of time during which the services will be provided. In addition, if the intervention requires the participation of several practitioners or external resources, a service plan is also drawn up to ensure the coordination and continuity of these services.

CONFIDENTIALITY AND ACCESS TO THE CLIENT'S FILE

The client's file is confidential and no one may have access to it without written authorization from the client, except for certain exceptional situations (for example, when obligated by law). In accordance with the procedure in force at the Centre Dollard-Cormier – University Institute on addictions, the client has the right to access his file at any time. If you wish to find out how to access your file, ask your addiction counsellor.



SAFE SERVICE PROVISION

The *Act respecting health services and social services* provides that a client is entitled to be informed if an accident or professional error occurs during the course of the services he is receiving. In addition to informing the client of the accident or professional error, the staff must indicate, in clear terms, the nature and circumstances as they are known and the measures taken to avoid the reoccurrence of a similar situation.

COMPLAINT EXAMINATION PROCEDURE

The Centre Dollard-Cormier – University Institute on addictions constantly seeks to improve the quality of its services. We encourage clients who are unsatisfied with the services to contact the Centre's Local Service Quality and Complaints Commissioner. The attached pamphlet, prepared by the Québec Ombudsman, provides information on how to submit a complaint under the health and social service Complaint Examination Procedure.