As a patient, you have the right to:

- Receive considerate, respectful and evidence-based drug dependence treatment and care services
- Receive services regardless of race, colour, ethnicity, religion, gender or sexual orientation
- Receive confidential treatment
- Be fully informed of your treatment plan and participate in its development
- Be able to set your own recovery goals, working with the health team to develop a personalized recovery plan
- Respect of professional and personal boundaries when interacting with counsellors, staff and other patients
- Refuse treatment and understand what effect this could have on your health
- Discontinue treatment at any time
- Begin treatment again, if you relapse. Services should welcome your continued efforts to achieve long-term recovery
As a patient, you have the responsibility to:

- Act responsibly and cooperate with the staff from your programme
- Treat staff and other patients with courtesy and respect
- Participate in the development and completion of your treatment plan, including but not limited to pursuing vocational/educational activities and refraining from using drugs
- Talk to a counsellor about problems that affect your treatment progress and recovery
- Offer suggestions on improving programme operations
- Talk to a counsellor before ending treatment
  Don’t just stop or leave
- Ask questions about any part of your treatment you don’t understand
YOU
are a key part
in your own
recovery journey

• Services will work with you towards your recovery
• You will set your own goals and develop a personal recovery plan together with your counsellor
• As a patient, you will have the right to begin treatment again
• Staff are here to support your continued efforts
IN THIS SERVICE WE TAKE CARE OF YOU

- Drug use disorders are not a stigma
- We know that they are not the result of free choice
  Talk to us about them
- There are specialists in the treatment of drug use disorders
- Our therapies can help you and your loved ones
Nothing less!

Drug dependence is a complex health disorder characterized by a chronic and relapsing nature that can be prevented and treated. As such, it deserves nothing less than what is expected for the treatment and care of any other disease!
Language matters!

Bear in mind that when talking about drug use disorders, stigmatizing language perpetuates negative perceptions.

Don’t say
- Addict
- Ex-addict
- Battling/suffering from an addiction
- Drug offender
- Non-compliant
- Medication is a crutch
- Had a setback
- Stayed clean
- Dirty drug screen

Say
- Person with drug use disorder
- Person living in recovery
- Person living with a substance use disorder
- Person arrested for drug law violation
- Chooses not to have treatment at this point
- Medication is a treatment tool
- Relapsed
- Maintained recovery
- Positive drug screen
Respect, dignity and discretion
Fully respect other people regardless of their race, colour, ethnicity, religion, gender or sexual orientation. Honour confidentiality and the privacy of others.

Autonomy
Allow clients the freedom to choose their own destiny.

Competence and stewardship
Possess the necessary skills to understand the nature of drug dependence and up-to-date and evidence based-knowledge on how to treat clients effectively. Use available resources in a conscientious manner.

Compassion and honesty
Fair, equal and truthful treatment of people around you.

Loyalty
The responsibility not to abandon those you work with.
PRINCIPLES
FOR SUBSTANCE USE DISORDERS TREATMENT AND CARE SERVICES

Voluntary
Services should be voluntary and informed written consent should be ensured

Respectful
Services should be humane and provide nothing less than expected for any other disease

Accessible
Services must be located conveniently and in close proximity to public transport

Affordable
Services should be affordable for all patients

Unconditional
Services should be available regardless of race, colour, ethnicity, religion, gender or sexual orientation. Services should be provided, even when there is relapse

Evidence-based
Services should be informed by science and ethical principles

Individualized
Services should be adapted to the individual’s needs Not one treatment fits all