

# CLIENT'S BILL OF RIGHTS AND RELATED RESPONSIBILITIES

## As a client of the AFM, you have the right to:

- Expect that the information you provide will be treated in a confidential manner. No personal information will be shared outside of the AFM without your written consent except:
  - if you disclose any abuse, past or present, or circumstances that require a report to a child welfare agency under *The Child and Family Services Act*
  - if there is danger of harm to yourself or to another person
  - if your file is subpoenaed by a court of law or if a staff member is subpoenaed to testify in a court of law
  - if a law of Manitoba or Canada requires it
  - in the course of a medical emergency
- Be listened to and treated with respect
- A safe environment free from discrimination
- Have all the information so you can decide on the most appropriate program
- Refuse to disclose information
- Have your support network involved in your rehabilitation if possible

## As a client of the AFM you have the responsibility to:

- Attend and participate to the best of your ability in all scheduled sessions
- Discuss any issues or concerns with your counsellor and to ask questions where needed
- Treat others with respect
- Respect the rights and confidentiality of others
- Be aware that AFM programs are voluntary

## Contact Information:

Questions, concerns or complaints about the services you have received may be discussed with your counsellor or the supervisor of your local regional office. You may also contact:

**AFM Privacy Officer**  
3-1031 Portage Avenue  
Winnipeg MB R3G 0R8  
Phone: (204) 944-6394  
Fax: (204) 786-7768  
Email: [execoff@afm.mb.ca](mailto:execoff@afm.mb.ca)