



CALGARY
FAMILY
THERAPY
CENTRE

SERVICE • EDUCATION • RESEARCH

One Executive Place
600, 1816 Crowchild Trail NW
Calgary, Alberta T2M 3Y7
Phone: (403) 802-1680
Fax: (403) 270-7446
www.familytherapy.org
e-mail: cftc@familytherapy.org

Your Rights and Responsibilities as a CFTC Client

The purpose of the Calgary Family Therapy Centre is to provide high-quality, cost-effective family therapy services to families who have children with emotional and/or behavioral problems. You can learn more about our family therapy services and us at www.familytherapy.org.

It is important for us to share with you that CFTC is committed to provide excellent therapeutic services while observing and respecting your **rights** to:

- a) Be assigned to a family therapist who will be the main person assessing the eligibility for participating in the family therapy program, and advocating for your family's wellness during your stay within it. Your therapist will be responsible for orienting you about how to engage in the family therapy process in an informed, voluntary, inclusive, and hopefully meaningful and effective way.
- b) Have your personal information protected: We will keep your information private according to current federal and provincial legislation, and only accessible to CFTC staff to perform their duties. For instance, information about your sessions will only be accessible to your assigned therapist and their clinical supervisor when applicable. Information releases will normally require the express consent of all adults participating in a session, as your therapist will further explain to you in the first session.
- c) Raise concerns: You have a right to be treated fairly. If you experience otherwise we encourage you to raise a formal complaint to cftc@familytherapy.org or using other conducts as described in our Conflict resolution and grievance policy available in our website.
- d) Discontinue or withdraw from services at any time. We kindly ask you to let your therapist know so we can learn from your experience.
- e) If you are a legal guardian, you have the right to know if your therapist has any reason to suspect that the person you are the guardian of is at risk of seriously harming themselves or someone else. This is because the therapist has a legal and ethical obligation to protect the safety of their clients and others.
- f) Access to your records by submitting a formal Clinical Records Access Request Form (Please note that we do not perform formal assessments at the program. Applicable fees must be paid after we process your specific request. You may request more information about our Access to own Records policy at cftc@familytherapy.org).
- g) Exercise all your legal rights, including those established by the Canadian Charter of Rights and Freedoms, the Alberta Human Rights Act, the Child, Youth, and Family Enhancement Act, and the Family Law Act.

In regard to your **responsibilities**, we ask you to:

- a) Treat everyone at the Centre with respect. No violence or harassment will be tolerated.
- b) Respect any other CFTC policy, as it may be communicated by your therapist when estimated as relevant to address particular issues within the therapeutic process.
- c) Collaborate with your therapist by:
 - a. Sharing your concerns, hopes, and experiences as openly and honestly as possible during the course of therapy.



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- b. Considering the inclusion of other family members or social network supports in the therapy process when recommended by the therapist.
- c. Consider allowing other members of the therapy team to observe or participate in the interviews as suggested by your therapist.
- d. Raise concerns with your therapist when the therapy process is not unfolding in ways that are consistent with your hopes.
- e. Notify your therapist or the Centre as soon as possible, and no later than 48 hours in advance, if any appointment needs to be cancelled (so arrangements can be made to invite other families to benefit from the services available).

JOAQUIN GAETE-SILVA

EXECUTIVE DIRECTOR

Last review: January 30, 2024