

## You have the right to know your rights!

Interior Health staff must ensure that children and youth are fully aware of their rights when accessing mental health and substance use care.

It is the responsibility of your health care provider (this could be your doctor, nurse, clinician or social worker) to review your rights with you.

Interior Health staff must protect and promote the rights of all children and youth.



## Questions or Concerns?

If you have questions or concerns (worries) about your rights, please speak to your health care provider.

If you feel uncomfortable talking to your health care provider, or their manager, or you're unhappy with how your concerns were handled, you can talk to:

### Patient Care Quality Office

By Phone (toll-free): 1-877-442-2001

By Email: [PCQO@interiorhealth.ca](mailto:PCQO@interiorhealth.ca)

If you feel your rights are not being respected, you can also contact:

### The Representative of Children and Youth (RCY)

By phone (toll-free): 1-800-476-3933

Online: [www.rcybc.ca](http://www.rcybc.ca)

You can make any privacy related complaints to:

### Interior Health Information Privacy Team

By Email: [IHPrivacy@interiorhealth.ca](mailto:IHPrivacy@interiorhealth.ca)

## Mental Health & Substance Use Services

### Crisis Line

1-888-353-CARE (2273) or  
1-800-SUICIDE (784-2433)

### KUU-US (Indigenous) Crisis Line

1-800-588-8717

### Métis Crisis Line

1-833-638-4722

If picking up the phone is challenging or uncomfortable, the following services may be helpful:

### Kids Help Phone

Text with a crisis responder;

Text CONNECT to 686868

### Foundry Virtual BC

Access on-line services through the Foundry app, visit [foundrybc.ca/virtual](http://foundrybc.ca/virtual).

For a list of mental health and substance use services available to children and youth, visit [interiorhealth.ca](http://interiorhealth.ca) or call 310-MHSU (6478).

Interior Health would like to recognize and acknowledge that this work occurs on the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and Tšilhqot'in Nations. This region is also home to 15 Métis Chartered Communities.



## Your Rights in Mental Health & Substance Use Care

### A Guide for Children and Youth



Mental Health & Substance Use Services

## Your Rights

This fact sheet explains what your rights are when accessing mental health and/or substance use services from Interior Health.

Everyone who works for Interior Health (Interior Health staff) has to respect your rights.

Rights are what you should have, or be able to do, to meet your full potential (become the best person you can be).

All rights are equally important and are connected to each other.



### Be Healthy

You have the right to the best health care possible and to information and treatment that will help you stay well.

Interior Health staff must make sure that you have all the information and support you need to stay healthy.

This includes information on what health care services will be provided, who will be providing those services, and what can be expected.

### Be Safe

You have the right to be protected from being hurt and badly treated, in body or mind.

Interior Health staff must make sure you receive health care in a safe place where you are treated with respect and feel comfortable.

Interior Health staff must also make sure you get the help you need if you have been hurt or treated badly.



### Be Yourself

You have the right to be yourself, and to choose your own religion and beliefs.

No matter who you are, where you live, how much money you have, what language you speak, what your religion is, what your culture is, or whether you have a disability - no one should be treated unfairly on any basis.

Interior Health staff will work with you to ensure that your needs, culture and beliefs are considered when planning your health care and treatment.

### Be Heard

You have the right to give your opinion, and for staff to listen and take it seriously.

Interior Health staff will make sure that you can express your opinion (tell people what you want), and explore your options (think about what works best for you) without pressure from someone else.

Interior Health staff must make sure that your choices are respected, including your choice to say yes or no to health care treatment and services.

