

Client Rights

and

Responsibilities

Everyone that we help is our “client” YOU are our client.

The Health Centre has many services that help with health and wellbeing. The Health Centre understands that there are many different people in our community. They may have different life experiences, values and needs.

More Information:

There is more information about client policies. Just ask us. Visit the Reception Desk or the Health Centre website at www.healthcaring.org

Want to Provide Feedback ?

Fill out a “Feedback Form” (located near reception on first and second floors) to provide comments, questions and suggestions.

Complaint or Concern ?

Talk together with the staff person to find a solution as an equal partner. If you cannot find a solution together, you can talk to a Manager about your complaint. We will not judge you. You don’t have to worry that it will change the services you get. You can also fill out a “Feedback Form.” Ask at the Reception Desk or speak to a Manager.

RIGHTS

What can I expect as a Client ?

- **Respect**—you will be treated with respect. The Health Centre values you as a person. The Health Centre respects race, culture, color, religion, sex, age, mental or physical ability, economic level, sexual orientation, gender identity and diagnosis.
- **Decisions**—you will be involved in decisions about the services you get.
- **Information**— the Health Centre will talk with you about the services at the Centre and in the community.
- **Clear**—you will get information in a way that helps you to understand.
- **Quality**—you will get quality services, on time, to support your health and well-being.
- **Privacy**—your personal information will be kept confidential and private. Your information is only shared with the health care staff that are involved with your care.
- **Safe and Secure Environment**— the Health Centre will promote a place where people feel safe.

RESPONSIBILITIES

Responsibilities—What must I do as a Client?

- **Respect**—be nice. Treat everyone with respect. That includes staff, volunteers, students and other clients.
- **Partner**—work with service providers as an active partner.
- **Information**—ask for more information when you need it. Ask questions if you do not understand information or instructions.
- **Privacy**—do not share information about other clients and group members.
- **Time**—keep appointments. Come to appointments on time. Call us 24 hours ahead of time to cancel an appointment, if possible. If you are late for your appointment, you may have to re-book.
- **Safe and Secure Environment**—act so that others feel safe and not in a way that may threaten or scare others, including staff, volunteers, students and other clients.