


<b>Policy Name:</b>	<b>CLIENT RESPONSIBILITIES AND RIGHTS</b>		
<b>Policy Number:</b>	<b>GOV-101</b>	<b>Formerly</b>	<b>BG-107</b>
 West Elgin Community Health Centre	<b>Creation Date:</b> <b>June 2007</b>	<b>Reviewed Date:</b> <b>April 2018</b>	<b>Approved by:</b> <b>Board of Directors</b>

## POLICY STATEMENT

The West Elgin Community Health Centre's (the "Centre") Directors, staff, volunteers and students will be courteous, professional and respectful to clients at all times and in all circumstances. The Centre will provide high quality, confidential services in an environment free of discrimination. In turn, clients of the Centre are expected to treat everyone in a courteous and respectful manner, without discrimination.

## RESPONSIBILITIES OF CLIENTS

- To be committed to improving their health and to participate in their health care
- To treat others courteously, with respect and fairness and without discrimination
- To be accountable for their actions and to accept the consequences of their behaviour, which may include withdrawing from the Centre's services
- To be on time for appointments and to cancel appointments that they are not able to attend in a timely fashion
- To be honest in their interactions with the Centre

## RIGHTS OF CLIENTS

- To express their opinions and be heard in a manner that is open, honest and accepting
- To be treated courteously, respectfully, fairly and with dignity
- To have their privacy and confidentiality respected
- To respect individual differences, be they ethnic, psychological, spiritual, language, cultural or sexual orientation
- To feel accepted and welcomed in a safe and secure environment
- To provide feedback to the Centre
- To be fully informed regarding all aspects of their care
- To be informed of treatment options, including the right to decline treatment and be informed of the consequences of this decision
- To feel safe and free from abuse

## PROCEDURE

All new registered clients or their guardian/caregivers will sign a copy of this document for inclusion in their chart.