


Policy Name:	CLIENT RESPONSIBILITIES AND RIGHTS		
Policy Number:	GOV-101	Formerly	BG-107
 West Elgin Community Health Centre	Creation Date: June 2007	Reviewed Date: April 2025	Approved by: Board of Directors

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
- To be respectful of the confidentiality and privacy of other clients

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 maintained
- To have their individuality respected be it 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/caregiver/substitute decision maker will sign a copy of this document for inclusion in their health record acknowledging that they have read it.

Cross Reference (PRI-212 Client Feedback)