



## CLIENT RIGHTS AND RESPONSIBILITIES:

### As a Client you have the right:

1. To be treated with kindness, courtesy and respect; giving you time to talk and to listen to your concerns.
2. To feel safe and respected, inclusive of your gender identity and sexual orientation and your right to affirming care in your lived identity.
3. To be assured that your personal information will be kept private and confidential.
4. To be told who is responsible for your care.
5. To be informed of your health status and services available to meet your care needs.
6. To accept or decline treatment, including medication, and to be made aware of the pros and cons of doing so.
7. To have the opportunity to make any decision, and get a second opinion, concerning any aspect of your care.
8. To be assured of privacy during your appointments.
9. To decline to see a student healthcare professional whether under the supervision of a healthcare professional or not.
10. To have access to your chart and review your chart with your health care provider.
11. To choose a person to receive information regarding your health and service plan and, if necessary, to make decisions on your behalf, in accordance with the law.
12. To ask for changes to your care and to be made aware of how to make a complaint or give feedback.
13. To receive care in a psychologically and physically safe and clean environment.

**\*\*If you have any concerns with the above information or if you have a specific issue or complaint you wish to report, please contact the Operations Manager at 705-442-1888 ext. 5114.\*\***



### As a Client you have the responsibility:

1. To give relevant health information to staff and ask questions to assist them in providing appropriate care.
2. Inform staff when your personal information has changed.
3. To respect the time of staff and other clients by:
  - being on time for appointments,
  - calling the centre with at least 24 hours' notice when unable to keep an appointment,
  - calling back to reschedule if an appointment was missed,
  - discussing alternate options to care with your health care provider and/or clinical manager if more than 3 missed appointments simultaneously occur.
4. Treat our staff, volunteers, students, clients and others at the centre with kindness, respect and courtesy, including responding individual's gender identity & expression, sexual orientation, or relationship status.
5. To follow your health care provider's recommended treatment plan as best you can, and to inform your provider if unable for any reason.
6. To accept responsibility for the decisions you make about your care.
7. To recognize that staff do not provide any service or treatment that they consider to be medically or ethically inappropriate.
8. To recognize that the needs of other clients may sometimes be more urgent than your own.
9. To respect the Centre's property, and to remember that we are a smoke-free, vape-free and scent-free office.
10. To help us prevent the spread of infection by wearing a mask and disinfecting hands, if you are feeling unwell.
11. To inform staff if you believe that the services received were not appropriate. Clients can offer anonymous feedback using the on-line Client Satisfaction Survey or by speaking with the Clinic Manager regarding concerns with their care.
12. To refrain from taking pictures, videos and/or recording your visit during your time at the centre, this includes during programs, appointments and when in the waiting room.
13. To respect the SGBCHC's zero tolerance for verbal or physical aggressive acts towards your health care provider, any of the SGBCHC staff, volunteers, students and other clients.

**\*\*If you have any concerns with the above information or if you have a specific issue or complaint you wish to report, please contact the Operations Manager at 705-442-1888 ext. 5114.\*\***