

 <p><b>Sandy Hill Community Health Centre</b> Centre de santé communautaire Côte-de-Sable</p>	Doc. Type	Policy
	Section	Service Delivery
	Title	<b>CLIENT RIGHTS AND RESPONSIBILITIES POLICY</b>
	Code	SER22-B
	Approval date	March 20, 2013
	Next review	March 2016

### 1. Scope

The policy is applicable to clients.

### 2. Objectives

Define the client's rights and responsibilities.

### 3. Client's rights:

A client has the right to:

- A safe, secure and trusting environment.
- An inclusive environment which provides an equitable, safe and welcoming Centre for all, whatever their characteristics, including race, ethnicity, national origin, gender, gender identity, age, socioeconomic background, language, religion, sexual orientation, and disability (see Diversity Statement).
- High quality, professional, confidential services and care consistent with best practices, provided with dignity and respect.
- Clear communication;
- Participate in and make informed choices about the factors that affect their health and their health care.
- Inform the Centre when they are satisfied or dissatisfied with the service they have received or when they wish to communicate an idea that may improve service delivery. (Client Feedback Policy).
- Receive services that comply with the Centre's policies and procedures and that adhere to relevant legislation, including access to their personal health information.
- Refuse a service provided by a student.

### 4. Client's responsibilities

A client has the responsibility to:

- Participate in and make informed choices about the factors that affect their health and their health care.

POLICY	Title	CLIENT RIGHTS AND RESPONSIBILITIES POLICY
	Approval date	March 20, 2013
	Code	SER22-B

- Refrain from the following behaviours on-site or towards staff members and volunteers off-site:
  - contravening any municipal, provincial or federal laws,
  - violence or threat of violence,
  - verbal abuse,
  - sexual harassment or inappropriate sexual behaviour,
  - shouting, escalation, confrontation,
  - use of alcohol or illegal drugs on the premises,
  - intoxication to the degree to which we are unable to provide service,
  - smoking on the premises.
- Complete the “Client Feedback Form” when they wish to express formally their dissatisfaction with the service they have received.
- Complete the “Client Feedback Form” when they wish to communicate an idea that may improve service delivery.
- Respect other clients, volunteers and staff members.
- Respect the confidential nature of couples counseling, group counseling or group activities, as applicable.
- Follow all safety, procedural and emergency directives from staff members and emergency personnel.

A client may be refused access to the premises and/or to any service if he or she does not fulfill their responsibilities.