

## Client Rights and Responsibilities

### Every client has the right:

1. To be treated with respect by all staff, volunteers and students in a way that fully recognizes the client's dignity and individuality.
2. To be assured that personal information is kept confidential by Centre staff, students, and volunteers. Volunteers will not have access to clients' medical files. Disclosure of information outside of the clinic will only happen with the client's written permission, in the case of a life-threatening crisis, or if ordered by a court of law. In rare instances, courts may subpoena medical files. In addition, staff is required by law to report the following circumstances: cases of client in imminent danger of harming themselves or others; any reasonable suspicions of neglect and /or emotional, physical, or sexual abuse of a minor; sexual relations with and or abuse of a healthcare professional; and certain communicable diseases.
3. To be told who is responsible or directing their care.
4. To be informed of their medical condition, test results and proposed course of treatment; to accept or refuse treatment, including medication, and to be informed of consequences of accepting or refusing treatment.
5. To be assured of privacy during personal interviews, counseling sessions and medical assessments.
6. To decline to see a student healthcare professional whether under the supervision of a healthcare professional or not.
7. To have access, through an assigned healthcare professional, to their health records on request, and to understand what they mean.
8. To designate a person to receive information regarding the clients' medical condition and treatment and, if necessary, to make decisions on the clients' behalf, in accordance with the law.
9. To raise any concerns they may have regarding the clients' health care or to recommend changes, without fear of retaliation. (For information on how to initiate a complaint, contact any member of our healthcare team or visit the Client Experience section of the Chigamik Website).
10. To receive care in a safe and clean environment.

### Every client has the responsibility:

1. To abide by Chigamik's Zero Tolerance Policy towards any abuse or harassment of staff or volunteers, including any behaviour that is seen as intimidating, offensive, humiliating or threatening.
2. To provide relevant and accurate information to the members of the healthcare team.
3. To register with the CSC CHIGAMIK CHC if requesting access to primary care services.
4. To accept responsibility for the decisions they make about their treatment.
5. To tell the healthcare professional or counselor when information is needed or when the instructions are not understood.
6. To follow the treatment plan that the client's healthcare provider and/or counselor and the client have agreed upon. If a client is unable follow the treatment plan, they are expected to inform the healthcare professional.
7. To recognize that healthcare professionals do not provide any 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 one's own.
9. To respect Centre property and comply with Centre regulations and policies.
10. To be responsible for expenses not covered by OHIP or private insurance, unless otherwise negotiated. This shall be identified when consent is obtained for respective procedure.



11. To respect the time of staff and other clients and call the Centre with at least 24 hours notice when unable to keep an appointment.
12. To follow CSC CHIGAMIK CHC's philosophy by being respectful and courteous to staff, students and clients, no matter their race, gender, sexual orientation, disability, financial status, ancestry, record of offence or family status.
13. To inform the Centre if they have concerns with their treatment at the centre.
14. To refrain from taking pictures, videos and/or audio recording during your time at the centre, this includes during programs, appointments, and when in the waiting room or other public areas.