



## CLIENT RIGHTS & RESPONSIBILITIES

Guelph CHC will provide high quality, confidential services in an environment free of discrimination. We will be courteous, professional and respectful.

### As a client of Guelph CHC, you have the right to:

- State your thoughts and concerns
- Be heard
- Feel accepted
- Be treated with respect, dignity and without discrimination
- Be fully informed about your care
- Understand your health care
- Accept or refuse treatment and learn how doing so might impact your health
- Feel safe while at the Guelph CHC
- Take part, or not, in research or surveys
- Privacy and confidentiality
- Have your need for accommodation taken into account

### You have the Responsibility to:

- Act in a way that allows other clients and our staff to feel safe
- Treat others with respect including respecting the gender, sexual orientation, and ethnic, cultural, and religious values of all Guelph CHC clients, visitors, volunteers, students and staff
- Be accountable for your actions
- Be on time
- Attend the appointments and programs that we have set up together with you
- Ask for the accommodations that I need

Approval Date	March 29, 2017	Date of Next Review:	2021
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