

STATEMENT OF RIGHTS & RESPONSIBILITIES

Seaway Valley Community Health Centre is a community-based health and social services agency whose mission is to support the health and well-being of local people and our community, working in a team and partnership approach. We believe that each client has rights and responsibilities related to the care and services s/he receives.

In keeping with this philosophy and in compliance with the Client Services, Privacy and Confidentiality Policies of the Centre, we want our clients to know that:

As a client, you have the right:

- To be treated with courtesy dignity and respect and in a way that fully recognizes your individuality.
- To receive care in a safe and clean environment.
- To be informed of your health status and services to meet your care needs.
- To designate a person to receive information regarding your health status and service plan and, if necessary, to make decisions on your behalf, in accordance with the law.
- To raise concerns or to recommend changes without fear of retaliation, and to be informed of the procedure for initiating complaints.
- To be assured of confidentiality regarding services delivered and privacy for your personal information.
- To have the opportunity to participate fully in decision making and obtaining a second opinion concerning any aspect of your care.
- To accept or refuse treatment, including medication, and to be informed of the consequences of accepting or refusing treatment.
- To access, review and/or request an amendment to your record while in the presence of a service provider.

As a client, you have the responsibility:

- To provide current and relevant information to your service provider team to assist them to provide appropriate care.
- To follow the care plan developed in consultation with you.
- To call us and schedule an appointment the day you are discharged from hospital.
- To be courteous and respectful of other clients, volunteers and staff and to understand that any threat, whether verbal, physical or otherwise, is grounds to terminate the relationship.
- To recognize that the needs of other clients may sometimes be more urgent than your own.
- To recognize that your service provider will not provide any service or treatment that they consider to be medically or ethically inappropriate.
- To respect SVCHC's property and comply with the Centre's regulations and policies.
- To pay all health care expenses not covered by OHIP or private insurance.
- To refrain from smoking on the premises and when SVCHC staff is visiting your home.
- To refrain from using scented products and when SVCHC staff is visiting your home.