



Client Rights and Responsibilities

All clients of Carea Community Health Centre have the right to:

Client Rights

- Be treated by staff and other clients in a courteous, fair, and dignified manner
- An atmosphere in which offensive, remarks, behaviour, or surroundings are not tolerated
- Be treated in a non-discriminatory manner regardless of race, culture, language, sex, age, national origin, disability, creed, socioeconomic status, marital status , gender expression and sexual orientation
- Have their record and personal information kept confidential within agency policy and the law
- Give or refuse consent to the provision of service
- Have access to a variety of services and programs of the agency
- Make a formal complaint in accordance with agency policy

All clients of Carea Community Health Centre have the responsibility to:

Client Responsibilities

- Treat others, including staff and clients, in a courteous, fair, respectful and dignified manner such that offensive remarks, behaviour, or surroundings will not be tolerated
- Be on time for appointments
- Give 24 hours notice when cancelling an appointment
- Be accountable for behaviour and actions, and accept consequences of behaviour
- Provide necessary information to staff and administration for the provision of service and to keep them informed of any changes in these
- Give staff an opportunity to correct a complaint or grievance by speaking to them directly

In order to ensure the well being of all our clients CCHC has a **NO SCENT POLICY in effect. Thank You**

Sign here to indicate you have read and understood the above

Print Name Here

Date