



Noojmowin Teg
Health Centre
A place of healing

Client Rights and Responsibilities

Serving Aundeck Omni Kaning, M'Chigeeng, Sheguiandah, Sheshegwaning, Whitefish River, Wikwemikong, Zhiibaahaasing First Nations, and the Off-Reserve Populations in the District of Manitoulin Island and Area.

Noojmowin Teg Health Centre supports the rights of every client to independent expression, choice and action, and strives to ensure that each individual is given respect, dignity, consideration, privacy and opportunities to participate without discrimination.

Noojmowin Teg Health Centre follows the Teachings of the Seven (7) Grandfathers; Love, Respect, Honesty, Bravery, Humility, Truth and Wisdom, to ensure all workers and services provided demonstrate **Cultural Awareness, Cultural Sensitivity, and Cultural Competency** to provide culturally safe services.

Noojmowin Teg Health Centre strives to ensure that all clients receiving services in an individual, group or community based setting understands their responsibilities and roles in maintaining standards of high quality in all the programs and services provided.

CLIENT RIGHTS

Every client has the right to:

- Have their privacy respected by staff wherever Noojmowin Teg Health Centre care is provided. Information gathered from and about the clients throughout the course of their care is subject to the laws, regulations and processes of confidentiality.
- Understand the nature and implications of the care proposed by the provider before receiving care. For consent to be valid, the client must be able to understand and appreciate the implications of the intervention. The client must also be physically and mentally capable of providing consent.
- Expect that all care provided on their behalf will be conducted in a professional and respectful manner.
- Make a complaint regarding their care at the Centre.
- Access their record, to receive clarification about the information contained in the record and to receive a copy of all or any part of the record, unless there is proof that to do so will cause harm to the person.
- Appeal decisions to withhold or limit access to their records. Clients have the right to correct factual errors in their record.
- Know when they are receiving services of a student and the right to refuse these services.
- Understand when disclosure of information to another party may be mandatory, even when the client does not wish the information to be disclosed. Service providers will aim to respect the wishes of the client regarding information. However, clients need to be aware that some disclosure and consultation between providers may occur in order to maintain/provide an appropriate standard of care.
- Know about all available services.
- Be aware of the limits to confidentiality (i.e. harm to self/others, legal requirements, etc.).
- Refuse treatment and be informed of the consequences.

CLIENT RESPONSIBILITIES

Noojmowin Teg Health Centre expects clients to:

- Respect the policies of Noojmowin Teg Health Centre and the Centre where the services are offered, and act in a respectful manner.
- Be respectful and considerate of the staff, students and other clients of the Centre.
- Ensure they arrive on time for appointments and/or group programs and advise us at least 24 hours in advance of appointments which cannot be attended.
- Inform Noojmowin Teg Health Centre and/or Community receptionist know if the clients has changed their address, phone number and/or Health Card Number.
- Accept responsibility for the decision they make about their care plan with the Noojmowin Teg Service provider and follow through with the plan of care.
- Notify Noojmowin Teg Health Centre of any diagnosed communicable diseases, if participating in group programs (when a child participating in a group program is diagnosed with i.e. Measles, Chicken Pox, etc.).

Postal Bag 2002, Hwy 540
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Little Current, Ontario
POP 1K0

For General Information on Services:

Phone: 705-368-2182

Fax: 705-368-2229

Email: info@noojmowin-teg.ca

www.noojmowin-teg.ca

Telehealth Ontario: 1-866-797-0000

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"NoojmowinTegHealthCentre"

Website to access Client Rights and Responsibilities, Privacy Statement, and Complaint Process www.noojmowin-teg.ca