

Client Rights & Responsibilities

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

NTHC 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 relevant and safe services.

NTHC strives to ensure all clients receiving services as an individual, in a 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

- *Have their privacy respected by staff wherever NTHC 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 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. Substitute decision makers may be utilized as needed to support client care.*
- *Expect that all care provided on your behalf will be conducted in a professional and respectful manner*
- *Be informed when they are receiving services by a student and the right to refuse these services*
- *Make a complaint regarding their care provided by NTHC providers by informing staff about your concern and/or issue. For further information, visit the noojmowin-teg.ca under accountability and complaints procedure.*
- *Access their record, to receive clarification about the information contained in the record and to receive a copy of all of any part of the record, unless there is proof that to do so will cause harm to the person, according to NTHC policy. If your record has been withheld, or access limited, you may appeal this decision.*
- *Be aware of the limits to confidentiality (i.e. harm to self/others, legal requirements, etc.). 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*

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the clients 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.

- A safe and secure environment*
- Be informed about all available services*
- Refuse treatment and be informed of the consequences*

Noojmowin Teg Health Centre expects clients to:

- Respect the policies of Noojmowin Teg Health Centre and the community health centre where 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 at least 24 hours in advance of appointments which cannot be attended.*
- Inform NTHC and or community health centre reception of change of address, phone number and or health card number*
- Accept responsibility for the decision they make about their care plan with the NTHC service provider and follow through with the plan of care*
- Notify NTHC of any diagnosed communicable diseases, if participating in group programs (i.e. when participating in a group program and diagnosed with i.e. Measles, Chicken Pox, COVID-19, etc.)*
- Please feel free to share your comments, suggestions and concerns to support NTHC in providing the best care/service possible*
- Provide accurate and complete information concerning your present visit, past medical history and other matters related to your health; notify of any changes in your condition*

I _____ [Print name]

I _____ [Signature)

have read and understand Noojmowin Teg Health Centre Client Rights & Responsibilities.

_____ [Date)