

Statement of Rights & Responsibilities for Staff & Clients

As a Staff Member at the Health Centre, I will...	Everyone has the Right to...	As a Client or Care Partner, I will...
<ul style="list-style-type: none"> • Be courteous, respectful and considerate of clients, visitors, and care partners • Listen to and respond to clients' concerns and opinions, positive or negative, in a caring and timely manner • Show respect for clients' values, preferences, and needs 	<p>Be Treated with Dignity, Respect, Kindness and Consideration</p>	<ul style="list-style-type: none"> • Be courteous, respectful, and considerate of other clients, visitors, care partners, volunteers, and staff • Freely speak about concerns and opinions in a respectful way • Consider that other clients may need help more urgently than I do
<ul style="list-style-type: none"> • Use a calm tone and manner at all times • Respect the right of everyone to be in an abuse-free environment • Report instances of abuse • Give special consideration when a client is cognitively impaired 	<p>Be Free from Abuse or Discrimination</p>	<ul style="list-style-type: none"> • Use a calm tone and manner at all times • Respect the right of everyone to be in an abuse-free environment • Report instances of abuse • Show compassion for other clients, especially when cognitively impaired
<ul style="list-style-type: none"> • Respect the property of clients and others, and of the Health Centre • Report unsafe or potentially unsafe conditions • Teach clients about their role in safety 	<p>A Safe Environment</p>	<ul style="list-style-type: none"> • Protect my valuables • Respect the property of the Health Centre and of others • Respect the smoking, drug, and alcohol policies of the Health Centre • Report unsafe or potentially unsafe conditions
<ul style="list-style-type: none"> • Provide high quality service and care • Inform clients of the names and roles of healthcare team members • Provide information and education to clients about their healthcare status, changes, treatment, and options • Involve clients in decisions about their care and treatment • Answer clients' questions in a timely way that is easy to understand 	<p>Be Part of the Care Team</p>	<ul style="list-style-type: none"> • Choose to have family, a friend, or other representative involved in my care • Give complete and correct information to the healthcare team • Ask questions about my condition, care, treatment, and proposed treatment • Make choices about my care and treatment • Let staff know if I do not understand information given to me
<ul style="list-style-type: none"> • Protect the privacy and confidentiality of clients • Report breaches of privacy 	<p>Privacy and Confidentiality</p>	<ul style="list-style-type: none"> • Respect the privacy and confidentiality of others • Report breaches of privacy