

Kitchener Downtown Community Health Centre

Type of Policy:

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|---|--|
| <input type="checkbox"/> Administration (A) | <input checked="" type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> KDCHC Governing Principles (K) | |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V) |

Policy No: CG1701

Title: Client Autonomy

Policy

Individuals have the right to make and are encouraged to make health affirming choices regarding their care. Clients have the right to receive quality care in an environment that is safe and secure and respects confidentiality and privacy laws.

Decisions may also be made by a substitute decision maker (SDM) as identified by the client or as guided by the health Care Consent Act. In the event that a client is incapable of making decisions regarding their care, and there is no one who meets the criteria to act as a SDM under the Health Care Consent Act, KDCHC would contact the office of the Public Guardian and Trustee to assist in identifying next steps.

Procedure

Providers shall:

- Promote client autonomy by listening to clients, respecting the uniqueness of each client
- Respect the values and beliefs of clients
- Encourage feedback from clients to help shape the service/program offered
- Inform clients of their health status /conditions and health care options including getting a second opinion, relevant alternative care or therapy.
- Explain how they have taken client personal circumstances concerns and preferences into account into their recommendations
- Enable clients to ask questions and if necessary correct their understandings about the information they have been provided (patient education)
- Ensure that clients feel they could choose against the recommendation without jeopardizing their ongoing care + therapeutic relationship with the provider
- Recognizing without judgement that some individuals may struggle to choose between the health care recommendations /options for a variety of reasons i.e. lack of confidence, influence of family, friends, community, as well as social, cultural and spiritual aspects. *These clients shall be provided with support through the decision making process and may need additional time*
- Honour client choices and support them with their decisions (provided the choice is legal and in keeping with provider's College Guidelines + Practices)

This policy will be posted to the KDCHC website.

Approved By: Eric Goldberg, Executive Director

Date: January 4, 2017