

Client Rights

and Responsibilities



*Everyone that we help is our “client”
YOU are our client.*

Just so you know...

❓ MORE INFORMATION

There is more information about client policies. Just ask us. Visit the Reception Desk or the KDCHC website at www.kdchc.org

❗ WANT TO PROVIDE FEEDBACK?

Fill out a “Feedback Card” (located near reception on first and second floors) to provide comments, questions and suggestions.

🗣️ COMPLAINT OR CONCERN?

Talk together with the staff person to find a solution as an equal partner. If you cannot find a solution together, you can talk to a Manager about your complaint. We will not judge you. You don't have to worry that it will change the services you get. You can also fill out a “Complaint Form”. Ask at the Reception Desk or speak to a Manager.

- ▶ Kitchener Downtown Community Health Center (KDCHC) has many services that help with health and wellbeing. KDCHC understands that there are many different people in our community. They may have different life experiences, values and needs.
- ▶ The best way to keep in good health is for clients to work together with staff and volunteers. We need to understand each other. It is important that you understand your rights and responsibilities.

Rights

What can I expect as a Client?

- ▶ **Respect**
You will be treated with respect. KDCHC values you as a person. KDCHC respects race, culture, colour, religion, sex, age, mental or physical ability, economic level, sexual orientation, gender identity or diagnosis.
- ▶ **Decisions**
You will be involved in deciding about the services you get.
- ▶ **Information**
KDCHC will talk with you about the services at the Centre and in the community
- ▶ **Clear**
You will get information in a way that helps you to understand
- ▶ **Quality**
You will get quality services, on time, which supports your health and well-being.
- ▶ **Privacy**
Your personal information will be kept confidential and private. Your information is only shared with the health care staff who works with you.
- ▶ **Safe and Secure Environment**
KDCHC will promote a place where people feel safe.

Responsibilities

What must I do as a Client?

- ▶ **Respect**
Be nice. Treat everyone with respect. That includes staff, volunteers, students and other clients.
- ▶ **Partner**
Work with service providers as an active partner.
- ▶ **Information**
Ask for more information when you need it. Ask questions if you do not understand information or instructions.
- ▶ **Privacy**
Do not share information about other clients and group members.
- ▶ **Time**
Keep appointments. Show up on time. Call us 24 hours ahead of time to cancel an appointment, if possible.
- ▶ **Safe and Secure Environment**
Act so that others feel safe and not in a way that may threaten or scare others, including staff, volunteers, students and other clients.

🗨️ Thank you for your co-operation!