



## CLIENT RIGHTS AND RESPONSIBILITIES

TAIBU is guided by the following statements, which reflect the fundamental rights of clients. These rights are consistent with the mission and values of TAIBU which operates from an anti-racist framework and in a non-oppressive manner.

### Clients have the right to:

1. A positive environment where clients are treated with fairness, dignity, consideration and respect.
2. Expect that all care provided will be conducted in a professional manner.
3. Receive information to help them make informed decisions in the planning and delivery of their care.
4. Understand and consent to care, make choices that may be different than those recommended by their health care provider and/or refuse treatment.
5. Expect that their personal information will be kept confidential (within the limits to confidentiality)
6. Make informed decisions regarding their consent to release personal information
7. Have access to their personal records
8. Receive information about the service available to them in the centre and in the community
9. Make a complaint regarding their care and to bring any concerns or suggestions to the attention of TAIBU's management without negative impact on their care.



## CLIENT RESPONSIBILITIES

TAIBU is guided by the following statements, which reflect the fundamental responsibilities of clients. These responsibilities are consistent with the mission and values of TAIBU which operates from an anti-racist framework and in a non-oppressive manner.

### Clients have the responsibility to:

1. Treat persons associated with TAIBU including staff, volunteers, students, partners and other clients and community members with fairness, dignity, consideration and respect.
2. Tell their health care provider that they need more information or do not understand their instructions
3. Follow treatment plan that they and their health care providers have agreed upon and to report any changes in health conditions to their health care provider
4. Make every effort to arrive on time for appointments, meetings, programs and events or give timely notification to TAIBU if they are going to be late or need to cancel an appointment.
5. Participate in evaluation mechanisms.
6. Help maintain a safe and healthy environment.