



**Queen West**  
Central Toronto  
Community Health Centre

### **Client Bill of Rights and Responsibilities**

Queen West - Central Toronto Community Health Centre recognizes the basic human rights of clients to independent expression, choice and action, and ensures that each individual is given consideration, privacy and confidentiality, and is treated with respect and dignity.

### **Clients of Central Toronto Community Health Centre have the right to**

- Receive considerate and respectful care;
- Participate in decision making affecting their care and the care of their children;
- Obtain complete current information concerning their diagnosis, treatment, and prognosis, in terms that the clients can be reasonably expected to understand;
- Know the name of the health care provider(s) responsible for their care;
- Receive information necessary to give informed consent prior to the start of any procedure and/or treatment;
- Withhold or withdraw their consent to collect, use or disclose their personal health information
- Make choices about their own health;
- Refuse treatment or advice and to be informed of the consequences of their refusal;
- Know how we may use and disclose their personal health information and how to get access to it;
- Be informed about preventative health care;
- Make a complaint about the care or services they received at Queen West; and
- Die with dignity.

### **Clients have the responsibility to**

- Respect staff, students, volunteers and other clients, no matter what their race, gender, sexual orientation, gender identity, ability, financial status, ancestry, family status or background, consistent with the Ontario Human Rights Code;
- Be polite, patient, and understanding, to be considerate of others, and to respect property;
- Be on time;
- Ask their health care provide when they need more information or when they do not understand instructions;
- Follow the treatment plan agreed upon with their provider, or contact their provider when unable to do this; and
- Inform Queen West if they believe they were treated unfairly or received poor service.