



Queen West

Central Toronto
Community Health Centre

Client Service Agreement

At Queen West - Central Toronto Community Health Centre we try to keep the atmosphere casual and provide a safe space for everyone to enjoy. You have the right to be treated with respect by Clinic Staff and we expect you to respect other clients and staff.

What to expect from us:

We respect your right to:

1. Consistent with the Ontario Human Rights Code, to be treated with dignity and respect no matter of your race, gender, gender identity, sexual orientation, disability, financial status, ancestry, record of offence or family status.
2. Confidentiality: the information you share with us is kept confidential. Your information is confidential to Centre Staff and disclosure of information outside of the clinic can only happen with your written permission or in the case of a life threatening crisis. In rare instances courts may subpoena medical files. Staff are also required by law to report imminent danger of harming yourself or others; any reasonable suspicions of neglect and/or emotional, physical or sexual abuse of a minor; sexual relations with your health care provider.
3. Privacy during personal interviews, counselling, and medical assessments.
4. Be heard and have your concerns addressed, to ask questions and get complete answers regarding your concerns.
5. Say no to seeing/be treated by a student.
6. See your health record on request and to understand what it means. This can be arranged within a reasonable time frame.

What to expect from you:

1. To follow Queen West's Respect Policy and Ontario Human Rights Code by respecting staff, students and clients no matter their race, gender, gender identity, sexual

orientation, disability, financial status, record of offense or family status, and to be polite, patient, understanding, treat others with respect and to value property.

2. To tell your health care provider or counsellor that you need more information or that you do not understand the instructions they provide.
3. To follow the treatment plan that your health care provider, counsellor and yourself have agreed upon. If you are unable to do this you are expected to contact the centre.
4. To inform us if you believe you were treated unfairly or received poor service. You may speak directly to any staff or complete a comment card. These cards are located in both reception areas.
5. To keep your appointments and to be on time. Please notify us 24 hour in advance if you cannot keep your appointment as this allows us to schedule other people.

As a client of Queen West you are only able to access services if you are residing within our catchment area, or if you are part of our priority populations. Should you move outside of our catchment area you are expected to notify us, and we can assist you in accessing health care in the area you move to.

I have read and understand this agreement

Or

This agreement has been explained to me by _____ and I understand and agree to the rights and expectations that have been explained to me.

Name: _____

Signature: _____

Date: _____