

3. Client rights, obligations, and responsibilities

- Everyone has the right to receive health services that are appropriate in human, social and scientific terms and adapted to their personal needs on an ongoing basis, in accordance with the organizational and resource capacities of the Centre.
- Anyone over 16 years of age is entitled to receive services without the establishment incurring any obligations to obtain consent of the parent or guardian. (*Substitute Decisions Act, 1992, Article 2 (2).*)
- Anyone requesting the services of the Centre must, to become a client, provide all information (date of birth, address, phone number, etc.) or all documents required for their request for services. Clients must be informed of the policies and procedures on the provision of services as well as the behaviour expected from them.
- All clients have the right to confidentiality of information in their name held by the Centre.
- All clients have the right and obligation to have a record (*Independent Health Facilities Act, Ontario Regulation 57/92, article 10 (1)*), or to be registered under the provisions of the current policy.
- All clients have the right to be informed of the existence of and to receive information pertaining to all personal information concerning them (*Freedom of Information and Protection of Privacy Act*).
- All clients have the right to know of the existence of all services offered by the Centre and the ways to access these services.
- All clients have the right to choose the Centre health professional who will provide them with services, taking into account the provisions of the law and regulations pertaining to the organization of the Centre and the human, material, and financial resources at its disposal.
- All clients have the right to be accompanied and assisted by a person of their choice when they wish to obtain information or undertake a procedure pertaining to the services offered by the Centre.

- The Centre recognizes that all clients are partners in the process they undertake when they request a service and must thus participate in the development of this process by being a stakeholder in all decisions that concern them, taking into account their personal abilities for growth and self-determination.
- All clients have the right to receive quality services, to be informed of the procedure and the management policy for complaints, and to receive a rapid response.
- Clients considered incapable or who have not attained the age of consent for treatment have the right to have a representative make decisions on their behalf.