

The Youth Centre

Client Rights and Responsibilities

My Rights

1. I have the right to receive quality care in an environment that is respectful, non-judgmental, welcoming and trusting.
2. I have the right to access confidential services regardless of my age. I have this right as long as I am able to consent to treatment. I have the right to refuse treatment as long as I understand the implications of the refusal.
3. I have the right to be supported in taking responsibility for my own health and well-being and in making informed choices about my care.
4. I have the right to accurate and current information and resources regarding my treatment.
5. I have the right to be treated with respect, openness and caring.
6. I have the right to access and understand my medical records.
7. I have the right to confidentiality of all information related to my care unless I have provided written consent to release of such information. I have the right to limit the information shared with others. There are limited exceptions to this when The Youth Centre may be legally required to release information without my consent.
8. I have a right to complain about the treatment received and to bring my concerns and suggestions to the attention of The Youth Centre management without negatively impacting my care.

My Responsibilities

1. I have a responsibility to learn about my body and how it works.
2. I have a responsibility to look after my body to the best of my ability.
3. I have a responsibility to learn as much as I can about my health care problems so that I can make the best choices.
4. I have a responsibility to tell my health care provider that I need more information or that I do not understand their instructions.
5. I have the responsibility to treat my health care provider with respect and courtesy.
6. I have the responsibility to follow the treatment plan that my health care provider and I have agreed upon and to report any changes in my condition to my health care provider.
7. I have the responsibility to arrive for my appointments on time.
8. I have the responsibility to notify The Youth Centre if I am to be late or need to cancel an appointment.

