



SERVICE DELIVERY PHILOSOPHY (Clients' Rights)

We believe in a holistic approach to health care which maximizes the quality of life as perceived by the client.

We believe in developing individualized care plans that respect the unique personal history, culture, values and goals of the client.

We believe in the value of the inter-professional team which can provide a holistic and coordinated approach to care that addresses the social support and emotional needs, as well as the physical needs, of the client.

We believe that the strengths of the individual and his/her social support network and community contribute to good health and healing and must be part of the care plan.

We believe that our clients deserve high quality services and care. The Centre will promote excellence in primary health care and health promotion through opportunities for on-going learning and advancement of knowledge of the staff as well as quality assurance.

We believe that the client should be involved in decisions that affect his/her health care and be provided with information to make choices that will best meet his/her needs.

We believe a person receiving a community or primary care service has the right to: have privacy, his/her records kept confidential; give consent to release his/her personal/medical information; give consent (based on capacity to do so) before receiving treatment; and has the right to have access his/her record as required by provincial law and/or statutes.

We believe all clients have the right to be informed about the procedure for initiating complaints, suggestions and comments.

We are committed to progressively work toward the elimination of barriers to accessibility in the provision of services to our clients.

Reviewed and Approved by the Board (Nov 2013)- Part of Board Policy A.