



# Clients Rights & Responsibilities

## **AS A CLIENT YOU HAVE THE RIGHT TO:**

- Take part in LAMP's programs and activities; Know the experience and qualifications of the people serving you;
- Receive quality care regardless of your diverse views, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities;
- Have clear explanations of the services you will receive and who will provide them;
- Share only the information you want with the people serving you;
- Withdraw your consent at any time, and refuse any care, services or treatment;
- Express concerns and recommend changes without fear of reprisals, interference or discrimination;
- A safe and secure service environment and to be treated with respect.

## **AS A CLIENT YOU HAVE THE RESPONSIBILITY TO:**

- Be respectful of other clients and staff of LAMP; Everyone is to be treated with dignity and respect; to be free from discrimination and harassment;
- Keep our environment safe – Harassment, discrimination, violence, threats and abusive behaviour will not be tolerated or permitted and may result in suspension from our Community Health Centre.
- Consider we may be obligated to report to authorities if your behaviour places yourself or others in risk of harm or danger.
- Inform us if you do not understand or need more information about any aspect of the service you receive at the centre;
- Follow our policies and procedures;
  - Our sites are scent-free environments,
  - Trading, selling, using or having alcohol or drugs, or the possession of weapons are not permitted on any of our premises;
  - Photography/video/audio recording is only permitted with obtained consent.