



CLIENT SERVICES AGREEMENT

At Bramalea Community Health Centre we try to keep the atmosphere casual and provide a safe space for everyone to enjoy. You have a right to be treated with respect by the centre and we expect you to respect each other, clients, and staff.

What to expect from us:

1. We respect all clients no matter; race, gender, sexual orientation, disability, financial status, ancestry, record of offence or family status. You will be respected at the centre.
2. We respect the information you share with us. Your information is confidential to the centre staff and disclosure of information outside of the centre 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 is 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. We respect your right to privacy during personal interviews, counseling and medical assessments.
4. We respect your right to be heard and have your concerns addressed, to ask questions and get complete answers regarding your concerns.
5. We respect your right to say no to seeing a student.
6. We respect your right to see your health record on request, and to understand what it means.

What we expect from you:

1. We expect you to follow Bramalea Community Health Centre's Respect Policy by respecting staff, students and clients regardless of their race, gender, sexual orientation, disability, financial status, ancestry, record of offence of family status and to be polite, patient, understanding, treat others with respect and to value property.



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2. We expect you to tell your health care provider or counselor that you need more information or that you do not understand his/her instructions.
3. We expect you to follow the treatment plan that your health care provider, counselor, and yourself has agreed upon. If you are unable to do this you are expected to contact the centre.
4. We expect that if you believe you were treated unfairly or received poor service that you will inform us so that we can respond accordingly. You may speak directly to any staff regarding your complain.

The Service Agreement was explained to me by _____

I understand and agree to the rights and expectations that have been explained to me.

Name: _____

Signature: _____

Date: _____