



CLIENT RIGHTS AND RESPONSIBILITIES

TAIBU is guided by the following statements, which reflect the fundamental rights of clients. These rights are consistent with the mission and values of TAIBU which operates from an anti-racist framework and in a non-oppressive manner.

Clients have the right to:

1. A positive environment where clients are treated with fairness, dignity, consideration and respect.
2. Expect that all care provided will be conducted in a professional manner.
3. Receive information to help them make informed decisions in the planning and delivery of their care.
4. Understand and consent to care, make choices that may be different than those recommended by their health care provider and/or refuse treatment.
5. Expect that their personal information will be kept confidential (within the limits to confidentiality)
6. Make informed decisions regarding their consent to release personal information
7. Have access to their personal records
8. Receive information about the service available to them in the centre and in the community
9. Make a complaint regarding their care and to bring any concerns or suggestions to the attention of TAIBU's management without negative impact on their care.