

## **Clients who use our services or participate in programs and activities provided by YBB have the following rights**

### **Client Rights**

- The right to quality and respectful health care regardless of gender, race, and social Status or sexual preference, taking into account such things as cultural background, health status or special needs.
- The right to confidential, anonymous and considerate care, respecting privacy and dignity, in a safe non-threatening environment.
- The right to adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding their health care. The information should be easily understood and in an appropriate language.
- The right to consent to, or to refuse treatment, or to refuse to participate in educational or research programs, including treatment by Non staff members such as students.
- The right to participate in decision making about their care, in line with a mutually agreed action plan.
- The right to make a complaint about the service or treatment received from YBB and expect that this complaint will be investigated appropriately and in confidence. Clients will not be disadvantaged in receiving continuing service by making a complaint.
- The right to read their health records in accordance with the YBB Privacy and Confidentiality Policy and Freedom of Information Act.

**YBB believes that clients have responsibility for their own health and well-being as far as this is possible. Promotion of a mutually acceptable partnership between clients and service providers can be ensured if clients are aware of their following responsibilities**

### **Client Responsibilities**

- To show consideration and respect and behave in a manner which does not cause undue disruption to staff and other users of the Centre.
- To maintain confidentiality regarding information about other clients or participants in groups or programs conducted by YBB.
- To provide complete and accurate information to the service provider in order to receive the best care. Clients are encouraged to ask questions, discuss treatment and if in doubt request a second opinion.
- To keep appointments or give notice as early as possible if unable to attend.
- To follow action plans or treatment programs which have been chosen in consultation with the service provider.