



**NORMAN RECOLLET  
HEALTH CENTRE**

*The Norman Recollet Health Centre is a community-based Mino Bimaadiziwin Team that promotes, prevents, protects, and provides holistic, accessible, quality services guided by Anishinaabe values, through the assessment of community needs, policies that promote health and traditional practices.*

**Wahnapiitac First Nation**

**59 Taighwenini Trail Road  
Capreol, ON P0H 1H0**

**Tel. 705 858 7700  
Fax 705 858 6770**

## **STATEMENT OF CLIENT RIGHTS AND RESPONSIBILITIES**

### **RIGHTS**

As a client of the Norman Recollet Health Centre, you have the right to:

- ❖ Treatment that is courteous, respectful and free of mental, physical and financial abuse.
- ❖ Respect for privacy, dignity and autonomy.
- ❖ Recognition of your individuality and respect of your ethnic, spiritual, linguistic, family, cultural and other preferences.
- ❖ Information about what services will be provided and who will provide them.
- ❖ Participation in the development of your plan of care and be included in the review, evaluation and revisions of care plans.
- ❖ Informed consent to treatment/care/service.
- ❖ Refuse consent to treatment/care/service.
- ❖ Expression about your concerns and recommendations about your care and service providers without fear of interference, coercion, discrimination or reprisal.
- ❖ Information about the policies governing your care and be informed in writing about how to complain about a service provider.
- ❖ Treatment of your records that is confidential in accordance with the law.
- ❖ Access your records and request a correction of your personal health information.

Client Rights and Responsibilities/NRHC Policies and Procedures Manual – Client Care July 2022

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## RESPONSIBILITIES

When you agree to accept services from the Norman Recollet Health Centre, you and your family or caregivers also accept some related responsibilities. These responsibilities help to ensure that you receive the best service possible.

Your general responsibilities are as follow:

- ❖ Be available for delivery of service and any scheduled visits and, if not, notify your service provider in advance.
- ❖ Contact your service provider when you need to cancel an appointment.
- ❖ Confine pets to secure rooms during home visits by your service provider.
- ❖ Notify your health care provider of any important changes to your health needs.
- ❖ Refrain from asking staff to do errands unless it is part of your care plan.
- ❖ Refrain from abusive or threatening language and behavior.
- ❖ Refrain from smoking when service provider is present in your home.
- ❖ Refrain from consuming alcohol or illegal drugs when service provider is present in your home.
- ❖ Refrain from presenting yourself to the Norman Recollet Health Centre under the influence of alcohol or illegal drugs.

