

CLIENT RIGHTS AND RESPONSIBILITIES

At Access Alliance we work in partnership with you, our client, to improve your health and well-being. All Access Alliance clients have the following rights and responsibilities:

As an Access Alliance client, you have the right to:

1. Be treated politely and with respect, regardless of country of origin, racial or ethnic background, religion, financial circumstances, immigration status, age, gender, ability, family status, sexual orientation, or language spoken.
2. Confidentiality, except in circumstances governed by law (for example, duty to report suspected or actual child abuse; circumstances where there may be imminent harm to self or another person, etc.)
3. Know about and use the programs and services available to you.
4. Participate in programs and receive services in a safe and secure environment.
5. Participate and make informed decisions in your health care.
6. Refuse or discontinue (stop) service, or participation in programs at any time.
7. Express your concerns, and use the Access Alliance [complaint process](#).
8. See your records, as outlined in our [privacy policy](#).

As an Access Alliance client, you have the responsibility to:

1. Provide Access Alliance with your address, telephone number, and health card information (if available and required), and inform us of any changes.
2. Provide 24 hours' notice for cancelled appointments.
3. Be on time for appointments and groups, in respect of other participants. If you're late by 15 minutes or more, your appointment will be cancelled and rebooked; you may not be able to join your group program.
4. Pay for some clinical services if you don't have health insurance. We will provide assistance where possible.
5. Be responsible for your children's safety and supervision when at Access Alliance.
6. Treat others with respect, be polite, patient and understanding, value the property that belongs to others, and follow all other posted rules and regulations—otherwise, you'll be asked to leave.

For more on our privacy policy and complaints process, please visit our website at [accessalliance.ca](https://www.accessalliance.ca).