

## Vaughan Community Health Centre Client Service Agreement

### **VCHC Model of Care**

Services at VCHC are client centered. The needs and preferences of each person are considered, and where possible, accommodated.

Each client is seen as a whole person:

- with strengths and resources as well as needs
- with a unique history, background, culture, life situation, values, and beliefs.
- able to participate in their health care decisions and follow-up.

Every client is an active participant in their own care.

We go beyond individual assessment and treatment – focusing as well on health education, illness prevention, and working with others in the community to ensure good health for all. We collect socio-demographic information (such as income, education, gender, sexual orientation, etc.) from clients to help guide the planning of programs and services to better meet the needs of our clients and community at large.

The healthcare providers at the Centre are salaried. We can provide you with the time and attention that you need. We have teams of healthcare providers who make up the VCHC circle of care which includes:

**Primary Healthcare:** Our primary care team includes family doctors, nurse practitioners, and allied health professionals. Our team collaborates to provide medical services to registered clients of the Western York Region. We also provide services to uninsured community residents.

**Allied Health - PACT (People Accessing Care Teams):** The Allied Health-PACT program provides access to a team of allied healthcare professionals. PACT services provide care to people with complex health conditions, who are facing barriers to accessing healthcare due to social determinants: low income, unemployment, and language barriers.

**Chronic Disease Prevention & Management:** Our Chronic Disease Prevention and Management program team consists of Diabetes Education, Lung Health, and Chronic Obstructive Pulmonary Disease (COPD), and Exercise Education. We have a team of Registered Nurses, Dietitians who are diabetes educators, Chiropractors, Kinesiologist, and Respiratory Therapist.

**Health Promotion Group Programs:** By focusing on health promotion, chronic disease prevention, and increasing access to health care, the VCHC is working toward our vision of a healthy community, one in which the physical and emotional well-being of the individual, and social determinants of health are addressed.

While receiving services at the VCHC you may need to see more than one health care provider and they may share important information about you with each other. As part of your care, your provider may send information that is relevant to your healthcare to other healthcare providers you see outside of VCHC. However, at no time will your personal health information be shared outside of VCHC without your consent.

## **Appendix A: Client Rights and Responsibilities for All Registered Clients**

### **Every VCHC client has the right:**

- To be treated with respect and without discrimination by all VCHC staff, volunteers, students, and community partners providing programs/services at VCHC, in a way that fully recognizes the client's dignity and individuality.
- To have access to all VCHC's programs and services that are available and appropriate to their needs.
- To receive quality service.
- To be assured that personal information is kept confidential by Centre staff, students, volunteers, and community partners in accordance with Ontario's *Personal Health Information Protection Act, 2004* and VCHC's privacy policy and protocols.
- To be assured of privacy during personal interviews, counseling sessions and medical assessments.
- To services and programs offered in a safe, clean, and accessible environment.
- To raise any concerns they may have about the Centre, to recommend changes, or to make a complaint without fear of retaliation.
- To participate in VCHC's planning and feedback process for additional or improved services and programs.
- To refuse or discontinue service or participation.

### **Every VCHC client has the responsibility:**

- To provide relevant information to program and service staff.
- To ask questions when information is needed, or instructions are unclear.
- To be courteous and respectful of other clients, members of staff, students, volunteers, and community partners.
- To recognize that the needs of other clients may sometimes be more urgent than one's own.
- To not use/wear any scented products while at the Centre, including perfumes, colognes, personal care products; and to refrain from smoking at least 30 minutes before entering the building due to the lingering smell of tobacco and cannabis in hair and clothing.
- To respect Centre property and comply with Centre regulations and policies.

## **Appendix B: Additional Client Rights and Responsibilities for Clients Attending Group Programs**

### **As a client attending group programs, you have the right:**

- To provide feedback on the program(s).
- To receive an overview of the activities and goals of the program.
- To decline to consent to being photographed or video recorded.
- To attend any program(s) based on the appropriateness and availability of the program.
- To observe a program before deciding to register for the program.

### **As a client attending group programs, you have the responsibility:**

- To follow the ground rules of the program.
- To notify facilitator if unable to attend a program session or no longer interested in the program.
- Notify facilitator of any allergies.
- To sign the Client Food Allergy Information form, if attending a program that includes cooking demonstrations.
- To complete program evaluations provided by the facilitator.
- To tidy up after yourself (i.e., cups, plates, etc. should be placed in the sink or dishwasher) at the end of the program.
- To return program supplies neatly to its original location (i.e., yoga mats, dumbbells, chairs) as per the instruction of the program facilitator.

### **Please note, VCHC reserves the right to ask a program participant to leave the program should they:**

- Display signs or symptoms of illness such as: cough, runny nose, fever, etc.
- Pose a safety risk to staff, students, volunteers, or participants of the program such as: aggressive or violent behavior.

### **Children's Programs (for children 12 years of age or younger):**

- Pick up child promptly at the end of each program. Should the caregiver run late to pick up their child, the caregiver must notify the reception staff at 905-303-8490 - Option Zero "0"
- Complete a Caregiver Pick-Up Authorization document for children 12 years of age or younger, attending onsite programs without their caregiver.
- Caregivers picking up their children must enter the program space to pick up their child and inform the facilitator that their child is being picked up.
- Notify the program facilitator in advance if someone else rather than a listed caregiver will be picking up a child (12 years of age or younger) from a program. Program

facilitator reserves the right to ask for identification for all individuals picking up children from VCHC's programs.

**Your signature below indicates your understanding and acceptance of VCHC's model of care and your rights and responsibilities as a client receiving services from VCHC.**

I wish to receive service(s) at VCHC and endorse this service agreement.

**Program Participant OVER 16 years of age**

\_\_\_\_\_  
Last Name of Participant:

\_\_\_\_\_  
First Name of Participant:

X

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date:

**Program Participants UNDER 16 years of age**

\_\_\_\_\_  
Last Name of Participant:

\_\_\_\_\_  
First Name of Participant:

\_\_\_\_\_  
Last Name of Participant:

\_\_\_\_\_  
First Name of Participant:

**Caregiver Information**

\_\_\_\_\_  
Last Name:

\_\_\_\_\_  
First Name:

X

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date: