



## Smart Works Service User Rights

### **1) Confidentiality**

Service users have the right to expect that the Leeds, Grenville and Lanark District Health Unit, along with all the satellite sites, will maintain confidentiality of all written, electronic and oral information about the advice and services they receive. This does not apply to statistical data that the Health Unit requires to further program planning. No identifying information will be attached to statistical data used for program planning purposes. Health Unit staff are required by law to report anyone suspected of driving under the influence of alcohol or drugs.

### **2) Considerate and Respectful Service**

Service users have the right to receive considerate, respectful and dignified care and service from all Smart Works sites.

### **3) Non – Discriminatory Service**

Service users have the right to quality service without discrimination of; race, creed, colour, place of origin, ethnic origin, citizenship, political affiliation, religious affiliation, sex, gender, sexual orientation, age, marital status, HIV/ Hepatitis C status, economic status, disability or record of offences.

### **4) Be Connected to Appropriate Services**

Services users have the right to be connected with the resources they need within the Health Unit and at other agencies in our communities.

### **5) A Response to Complaints**

Service users have the right to expect a respectful and timely response to all complaints regarding their relationship with the Smart Works Program. If you have a complaint you can submit a Client Complaint form which is available on our website at <http://www.healthunit.org/feedback.html>

### **6) Refuse/ Terminate Services**

Service users have the right to refuse to participate in any health unit or satellite site programs, or stop taking part, without negative consequences.