

# Client and Provider Rights

Our clients have the right to fair and timely access to professional, skilled and ethical services. Regardless of age, ethnicity, sex, gender identity, ability, culture, language, sexual orientation, social status and religious or spiritual beliefs, all clients and providers have the right to:

- Respectful interactions that are safe and free from abuse;
- Share concerns, needs, requests and provide feedback;
- Accurate, clear and current information in order to make informed decisions;
- Have their time respected;
- Privacy and confidentiality of personal information within the limits of the law;
- Participate in their service plan and/or comply with regulations outlined in relevant legislation;
- Ask questions and get more information for clarification if needed.

**PUBLIC  
HEALTH**



To talk to someone about our services or make a complaint, please contact a director at **519-376-9420** or **1-800-263-3456**.

We value and invite your feedback. Please take part in our client satisfaction survey at [www.publichealthgreybruce.on.ca](http://www.publichealthgreybruce.on.ca).