

# Client Handbook

Welcome to weCHC! In this guide, you will find important information on the services and support available to you as a client.

**TH** **Teen Health**  
1361 Ouellette Ave.  
Suite 101  
Windsor, ON  
P: 519.253.8481

**DW** **Diabetes Wellness**  
2885 Lauzon Parkway  
Suite 107  
Windsor, ON  
P: 519-997-2823

**SH** **Street Health**  
711 Pelissier St.  
Windsor, ON  
P: 519.997.2824

**L** **Leamington**  
33 Princess Ave.  
Suite 450  
Leamington, ON  
P: 519.997.2828

**PW** **Pickwick**  
2885 Lauzon Parkway  
Suite 107  
Windsor, ON  
P: 519-997-2827

**S** **Sandwich**  
Head Office  
3325 College Ave  
Windsor, ON  
P: 519.258.6002





# Land Acknowledgment

We at weCHC recognize that our work takes place across Windsor Essex County within the province which is now called Ontario. This province lies on traditional territories of the Indigenous people who have lived here since time immemorial and have deep connections to these lands.

We further acknowledge that Ontario is covered by 46 treaties, agreements and land purchases, as well as unceded territories. We are grateful for the opportunity to live, meet and work on this territory.

By personally making a land acknowledgment we are taking part in an act of reconciliation, honoring the land and Indigenous heritage, which dates back over 10,000 years.

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# weCHC Services

weCHC provides quality healthcare in a friendly and welcoming environment. We do not allow any form of racism, unfair judgment, or discrimination against our employees, volunteers, and clients. We see a community where everyone has access to the health services they need to support their health and well-being.

## **We Believe:**

- Everyone has the right to the services they need to support their health and well-being
- In working hard to take away barriers to getting health care
- In working together to take care of everything our clients need
- Our clients should have the information they need to make choices about their health with their healthcare team
- Our clients must be actively involved in making decisions about their care
- Clients should be respected and supported when exercising their rights
- All clients have a right to privacy and confidentiality
- Our community must be included in making decisions about the services we deliver
- In giving the best care possible to our clients

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# Our Mission, Vision & Values

## **Mission**

**weCHC delivers accessible, inclusive, and collaborative health and wellness services.**

## **Vision**

Optimal health and well-being for our community.

## **Values**

Delivering a person-focused experience in each interaction through the following values:

**Integrity**

**Accountability**

**Compassion**

**Collaboration**

**Respect**

**Inclusion**

**Equity**

## **Model of Health & Wellbeing**

The Model of Health and Wellbeing represents over 100 community-based healthcare organizations in Ontario working towards a healthier and more inclusive community. All of the services we provide follow this model to make sure we are meeting the needs of our community.

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# Our Commitment to Equity, Diversity & Inclusion

## **The Health Equity Charter**

weCHC is committed to providing equal care to all of our clients. The Alliance for Healthier Communities Health Equity Charter provides us with the information and guidance we need to do that. This model guides our efforts to recognize and break down barriers our clients face, bringing us closer to our vision of optimal health and well-being for our community.

***“Access to the highest attainable standard of health is a fundamental human right. Everyone deserves equal access to a full, vibrant life, which is essential to a healthy and just society” -Alliance for Healthier Communities Health Equity Charter***

For more information on or to view the full Health Equity Charter please visit [www.wechc.org/aboutus](http://www.wechc.org/aboutus).

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# Programs & Services

## Health Services

- Health Exams, Diagnoses, Treatments & Referrals
- Lung Health Exams
- Chronic Disease Management & Education
- Diabetes Wellness
- Hepatitis C Treatment, Prevention & Education
- Eating Disorder Treatment
- Movement Therapy & Falls Prevention
- Dieticians-Nutritional Counselling and Education
- Foot Care
- Community Calendar
- Community Connections

## Mental Health Care

- Addictions Education & Outreach
- S.T.E.P.S Addiction Recovery
- Eating Disorder Therapy
- General Counseling
- Walk-in Counseling
- Substance Abuse Program for African Caribbean Canadian Youth (SAPACCY)
- Education & Support
- Community Calendar
- Community Connections

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# Booking Appointments

## **How do I Book an Appointment with my weCHC Provider?**

Simply call or visit your weCHC location and ask to schedule an appointment with your provider.

## **What if I Need to See a Doctor or Counsellor Soon?**

As a weCHC client, you can access same-day or urgent appointments at our Street Health, Sandwich, and Leamington locations. To schedule an appointment call your weCHC location.

Walk-in counseling appointments are available to weCHC clients at Street Health, Teen Health, and Sandwich locations. Call your weCHC location for more information or to book a same-day appointment.

## **What Happens if I Miss My Appointment?**

If you need to cancel or change your appointment, we ask that you let us know at least 24 hours before your scheduled appointment time.

### **For Appointments with Doctors, Nurse Practitioners, and Dietitians:**

If you do not show up for your appointment or cancel without enough notice two times or more you will only be allowed to book same-day appointments.

### **For Addiction Support, Counselling, Footcare and Chiropody:**

Any missed or canceled sessions with less than 24 hours notice will count toward your total number of sessions. If this happens more than three times, you will be discharged from the program. If you would like to resume services in the future you can contact your weCHC location.

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## **What Happens if I am Running Late?**

If you are running late for your appointment please call your weCHC location as soon as you can and let us know. The time you are late will be taken away from your appointment time. If you are more than 15 minutes late, your appointment will need to be rescheduled or you will have to wait until a provider can see you.

## **Talking To Your Provider**

A phone call is the best way to get in touch with your provider. You may ask reception to send you text messages or emails for appointment reminders and to book or change your appointments.

## **Virtual Visits**

Virtual appointments are available, ask your healthcare team if these are right for you. You will need a device with a camera and a microphone so we can see and hear you and a quiet place with privacy. Please let us know before your appointment if someone else will be joining you. During your appointment you may be discussing very personal information with your providers, we will do the best we can to protect your privacy, but we cannot guarantee the same privacy as an in-person appointment.

Virtual Appointments are NOT a Good Fit For:

- Emergencies: Please call 911 or go to your nearest hospital if you are having a medical emergency.
- Health concerns needing a hands-on assessment: If your provider requires a hands-on assessment, you will need to book an in-person appointment.

*weCHC is not an emergency facility. If you are having an emergency, please go to your nearest hospital or call 911*

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# Medication Management

Your Doctor or Nurse Practitioner may prescribe medication. It is important that you know your medications and keep your medication list up to date.

## **Prescription Refills**

We want to make sure that you have your medication when you need it. If you are running low on your medication, please ask your pharmacy at least 7 days before you need more. This gives your doctor or Nurse Practitioner enough time to review and approve the refill. Do not wait until you have run out of your medication to call the pharmacy.

## **Controlled Medications**

Certain medications like narcotics are used to treat a variety of health conditions, but they may pose some risks. If you are prescribed this medication by your provider you will be asked to sign a contract. This contract sets rules for using this medication.

## **Questions?**

If you have any questions about your medication or refills please call your weCHC location to schedule an appointment with your provider.

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# Appendix

Here you will find important information on:

- Your Rights & Responsibilities as a Client
- Our Accessibility Policy
- Our Privacy Policy
- The Collection of Demographic Information



# Your Rights & Responsibilities

## **Every individual has the right:**

1. To be treated with courtesy and respect in a manner that fully recognizes their dignity and individuality.
2. To privacy and confidentiality in all matters.
3. To know who is responsible for their care and who is providing their treatment.
4. To be informed of their medical condition, treatment, and proposed course of treatment.
5. To participate in making any decision and in obtaining other opinions in any aspect of their care.
6. To give or refuse consent to treatment, including medications, and to be informed of the consequences of giving or refusing consent.
7. To have a designate in place to receive information concerning their care.
8. To have access to the information retained in their file, except when it is reasonable to believe that such access would result in a substantial risk to the physical, mental, or emotional health of the client or harm a third party.
9. To be aware of the procedures for initiating a complaint.
10. To a safe and secure service environment. Standards, certifications, inspections, procedures, and best practices are in place and monitored regularly.
11. To reasonable accommodation (for persons with special needs or disabilities) in accordance with the law.
12. To decline to see a student healthcare professional whether under the supervision of a healthcare professional or not.

**Every individual has the responsibility:**

1. To treat others with consideration, courtesy and respect. Swearing, yelling, and use of profanity will not be tolerated.
2. To participate with all caregivers in their treatment, rehabilitation, and care planning.
3. To be responsible for all personal property and valuables while at the Centre.
4. To respect the weCHC's property and its contents and to remember that we are a smoke-free, vape-free, and scent-free office.
5. To abide by the Centre's rules and regulations, policies and procedures.
6. To follow your healthcare provider's recommended treatment plan as best as you can, and to inform your provider if unable for any reason.
7. To give relevant health information to staff and ask questions to assist them in providing appropriate care.
8. To inform staff when your personal information has changed.
9. To respect the time of staff and other clients by:
  - a. Being on time for appointments
  - b. Calling the Centre with at least 24 notice when unable to keep an appointment,
  - c. Calling back to reschedule if an appointment was missed,
  - d. Discuss alternate options to care with your health care provider and/or clinical manager if more than 3 missed appointments simultaneously occur.
10. To accept responsibility for the decisions you make about your care.
11. To help us prevent the spread of infection by wearing a mask and disinfecting your hands, if you are feeling unwell.
12. To review the patient handbook and talk to your provider if you have questions.
13. To tell your provider if taking pictures, videos, and/or recording during your visit.  
Please do not take pictures or record during programs, and when in the waiting room.

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# Accessibility

weCHC is committed to excellence in serving all clients, including people with disabilities, and will carry out our responsibilities and functions in an appropriate manner to accommodate such individuals.

weCHC is also dedicated to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place, and in a similar way as other clients. weCHC will strive to ensure that its policies, practices, and procedures are consistent with the following core principles as outlined in the Accessibility for Ontarians with Disabilities Act.

## **Dignity**

Services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

## **Independence**

Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

## **Integration**

Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

## **Equal Opportunity**

Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

For more information, please contact our Human Resources Department by calling 519-258-6002, extension 224 should you wish to:

- Request a copy of our Accessibility policy;
- Provide feedback on the way we provide services to clients with disabilities;
- Provide feedback on our policy; and/or
- Request additional information.

# Privacy

Last Revised March 13, 2023

## **Our Commitment to Privacy**

At Windsor Essex Community Health Center (weCHC) we value your privacy. This statement reflects our commitment to protect your privacy. Each one of our weCHC representatives must abide by this commitment.

## **Legislative Responsibility**

All privacy-related practices have been designed to comply with or exceed applicable privacy legislation, specifically, Ontario's Personal Health Information Protection Act.

## **How We Collect Personal Health Information**

We collect your personal health information directly from you or those who act on your behalf. Occasionally, we collect personal health information about you from other sources, if you have given us permission to do so or if the law permits, for example from other healthcare providers involved with your care

## **What Personal Health Information Do We Collect?**

We limit the personal health information that we collect about you to that which is necessary for our purposes as outlined in this Statement. We collect personal health information such as: name, date of birth, address, health card number, and health history, records of your visits, and the care you received.

## **Why Do We Use and Disclose Your Personal Health Information?**

We only use and disclose your personal health information for the below-listed purposes. We will not use or disclose your personal health information for any other purpose unless we obtain your consent.

- Provide or assist in providing health care to you. In this regard, unless you direct us otherwise, we may disclose your personal health information to other healthcare providers within your “circle of care”. The “circle of care” is your health care team - the health care providers involved in your care/service. The health care team may include, for example, physicians, specialists, nurse practitioners, nurses, dietitians, social workers, occupational therapists, physiotherapists, and psychologists. We may send copies of all or part of your health record to your circle of care.
- Get payment for the health care provided to you from OHIP, WSIB, your private insurer, or others, as applicable.
- Obtain funding from our funders and fulfill our obligations to them. For example, your personal health information is entered into an electronic client database. The database is required to generate reports that are given to the Ontario Ministry of Health and Long-Term Care. Please note that the information incorporated into the reports, it is no longer personal health information as it is de-identified.
- Participate in legal proceedings pertaining to you.
- Plan, administer, manage, and evaluate our internal operations.
- Conduct risk management activities.
- Conduct research. For example, we may use our electronic client database containing your personal health information for clinical research, however when we do so, we de-identify the information, so it is no longer personal health information.
- Conduct quality improvement activities such as surveys and audits. For example, your healthcare record may be reviewed to ensure that all the necessary information meets professional standards.
- Communicate further information about us.
- Provide teaching opportunities.
- Fundraise to improve our programs and services.
- Fulfill our legal obligations or other purposes permitted or required by law, such as for example:
  - If police subpoena a client's record for court purposes.
  - If you pose a significant risk of serious bodily harm to self or others.
  - If you or anyone under the age of 18 might be in need of protection from physical, sexual, or emotional abuse and/or neglect and risk of harm.

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- If you report sexual abuse by a regulated healthcare provider.
- If certain communicable diseases are diagnosed and are reportable.
- If a healthcare provider's professional college authorizes a review of professional standards.

## **What We Do To Protect Your Privacy**

We are responsible for the confidentiality and the security of your personal health information. We implement various safeguards to protect your personal health information against theft, loss, unauthorized use, disclosure, copying, modification, or disposal. Once we no longer need your personal information for our purposes, we securely destroy it. We educate our staff about these policies and procedures and monitor compliance on a regular basis.

## **Help Us Keep Your Personal Health Information Up to Date**

We rely on you to let us know of any changes to your personal health information. For example, please let us know of any changes to your contact or other information. This way we can keep our records accurate and up to date, which helps us to protect your privacy.

## **Your Control Over Your Own Personal Health Information**

When you or someone authorized to act on your behalf, provides us with your personal health information, you are consenting to our use and disclosure of that personal health information for the purposes outlined in this statement. In many circumstances, particularly when the personal health information is sensitive, we also employ other methods to further ensure consent, such as just-in-time notifications. For example, many of our forms collecting personal health information will contain a notice about consent. You can change your consent preferences or withdraw your consent for the collection, use, and disclosure of any or all of your personal health information, at any time (see contact information below). It is important to note however that when you change or withdraw your consent, it will not have a retroactive effect; it may have implications to you and it will not affect the collection, use, and disclosure of personal health information where such collection use and disclosure is permitted or required by law without consent.

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You may access your personal information, subject only to a few limited legal exceptions, such as for example, if it would be harmful to your health. If you request to access your health care record, a weCHC representative may ask to review your record with you at a scheduled time. Access may be in electronic format (subject to certain requirements) and you may have copies of your health care record if requested.

We may ask that you pay reasonable costs for access. If any inaccuracies are noted, you can request that we correct those inaccuracies. If we do not change the information, we will explain the reason and you have the right to attach a statement of disagreement.

### **Questions or Concerns?**

We are committed to providing you with understandable and easily available information about our privacy policies and procedures. We encourage you to contact us with any questions you might have. We are committed to listening, learning, and responding to any concerns you may raise, as we strive to provide the highest quality of healthcare in a welcome and supportive environment. We are here for you and we want you to be satisfied. Raising a concern may also lead to improvements for all our clients. We value your concerns. In raising them you will not be compromising future access to care. Concerns raised by you do not become part of your clinical record. You can reach our privacy officer at: Lynn Thomson, Executive Assistant & Privacy Officer/Mail: 3325 College Avenue, Windsor, Ontario N9C 4E6 / Tel: 519-253-8481 Ext 246 / Fax: 519-253-4362 / Email: [privacy@wechc.org](mailto:privacy@wechc.org)

### **Contacting The Information and Privacy Commissioner**

We encourage you to let us try and resolve any privacy concerns that you may have. However, you also have the right to complain about any violation of your privacy rights to the Ontario Information and Privacy Commissioner who can be reached at: Information and Privacy Commissioner of Ontario /Mail: 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 /Tel: 1-800-387-0073 / Fax: 416-325-9195 /TDD/TTY: 416-325-7539 /Email [info@ipc.on.ca](mailto:info@ipc.on.ca)

## Updates

We may update this statement from time to time and encourage you to refer back to it regularly. This statement is current as of the “last revised” date which appears at the top.

Thank you for reading our personal health  
information practices statement!

# Collecting Demographic Information

“Demographic” means information collected about a group of people that helps to describe them.

- We want to learn about our clients and their unique needs
- This information helps us shape client experience and outcomes
- This information includes: language, racial group, disability, sexual orientation, gender, income, length of time in Canada

## **Why are you asking me these questions?**

So we can provide excellent care and remain aware of discrimination and correct any issues that may arise.

## **Is it legal to ask these questions?**

Yes, Ontario Human Rights Commission encourages organizations to collect and use demographic information to keep track of outcomes and promote equity. Ontario's Excellent Care for All Act, 2010 is a law that holds hospitals responsible for delivering quality health care. This law has healthcare organizations collect information from patients and clients about their experiences.

## **How will you use this information?**

We want to learn more about our clients' demographics and their health outcomes. We will use information to develop programs and offer service training. Members of your

healthcare team may offer supports and services including interpretation services, health information, treatment or care options, and accommodations

### **Who can see my demographic information?**

- This information will be visible only to your healthcare team and protected like all your other health information.
- If used in research, the information from all patients and clients will be combined and researchers will not be able to identify who any of the patients and clients are.

### **I'm only here for a quick appointment. How is this relevant to my care?**

This information will help us plan care not only for your future visits but for other patients and clients who may have similar needs as yours.

### **What if there are questions that I don't want to answer?**

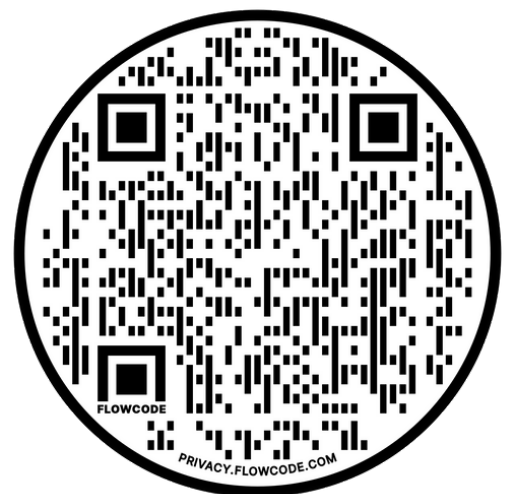
You can answer "prefer not to answer" to any or all questions. This will not impact the care you receive.

# Your Feedback is Important!

We want to hear from you! Let us know what you like, don't like and how we can improve by:

- Sharing your feedback with your weCHC provider
- Requesting to speak with a director
- Filling out our Client Survey
- Asking reception for a Compliments and Complaints form
- Filling out or digital Compliments and Complaints form here

For general inquiries email:  
[communications@wechc.org](mailto:communications@wechc.org)



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