

OSI Clinic Code of Conduct

All clients and visitors to the Deer Lodge Centre OSI Clinic are expected to behave in a manner that is respectful of others and socially appropriate. Behaviour that threatens or causes harm to others (e.g., verbal abuse, throwing objects, physical aggression) could result in discharge from the clinic. The police may also be called.

Clients will arrive on time for appointments. This ensures smooth operation of the clinic.

Clients will be respectful of other clients' privacy (e.g., keep private who they see and what they hear in the waiting room or in groups).

Clients will not attend appointments at this clinic if they are intoxicated. Any client who is believed to be under the influence of drugs or alcohol will be asked to leave the clinic. They may return when they are sober.

Clients are expected to attend all scheduled appointments. It is clinic policy to close files (a) after a three-month period during which a client has no face-to-face contact with their clinician (unless an alternate agreement was made ahead of time (e.g., for a course or deployment) or (b) when a client misses (or cancels within 24 hours of the appointment) three consecutive appointments.

All WRHA facilities have a smoke-free grounds policy. Smoking is not allowed both within and around Deer Lodge Centre (this includes entranceways, sidewalks, driveways, green spaces, and parking lots).

My signature below signifies that I, _____, understand and accept the conditions listed above.

Signature: _____

Date: _____

Witness Signature: _____

Date: _____