

EXAMPLE PROGRAM EXPECTATIONS

Client Expectations

1. You can expect to be treated with respect and we ask you to treat staff and fellow patients with respect.
2. Before each dose, a nurse or other staff person will assess you to make sure it is safe for you to receive your dose (for example, that you aren't too intoxicated or drowsy).
3. After each dose, you are expected to wait at least 15 minutes to ensure it's safe for you to leave. After 15 minutes, a nurse or other staff person will assess you and may ask you to wait a few more minutes if they have concerns about your safety.
4. If you miss a certain number of doses, your dose may be temporarily reduced to account for lowered tolerance and to ensure your safety.
5. As part of your care, you and your care team will fill out a client safety care plan. This will help you and your care team to identify situations and interactions that might upset you and how you would like to be treated if you're upset.

Staff Expectations

1. You can expect staff to treat you with respect.
2. You can expect staff to provide education and training (for example, safer injection techniques).
3. You can expect staff to provide a clean, safe, and supportive environment.
4. You can expect staff to provide patient-centred care, which takes into account your unique needs and circumstances.