

Client Bill of Rights & Responsibilities

The Client Bill of Rights has been adapted from, Connecting Care Act, 2019, to assert and promote the dignity and worth of all people who use our services. The Client Bill of Rights is intended to emphasize the rights of clients rather than organizational convenience. Policies at the Society should be consistent with the Client Bill of Rights.

The Board of Directors of the Society endorse the Client Bill of Rights and, in so doing, creates expectations, that all Society personnel, will respect and uphold the Client Bill of Rights; will promote awareness and understanding of the Client Bill of Rights; and will interpret the Client Bill of Rights as broadly and generously as is consistent with its responsibility to clients collectively. Every client has the right to be provided with a written copy of, and assistance in understanding the Client Bill of Rights.

As a Client, you have:

RIGHTS

- The right to receive services in a respectful manner and to be free from physical, sexual, mental, emotional, verbal, and financial abuse by the provider.
- The right to receive services in a manner that respects your dignity and privacy and that promotes autonomy and participation in decision-making.
- The right to receive services in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial, and cultural factors.
- The right to receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- The right to receive services in a culturally safe manner for those who identify as First Nations, Métis, or Inuk.
- The right to clear and accessible information about their services.
- The right to designate a person to be present with them during assessments.
- The right to participate in and/or designate a person in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
- The right to receive assistance in co-ordinating their services from the health service provider or Ontario Health Team.
- The right to raise concerns or recommend changes in connection with the service provided to them and in connection with policies and decisions that affect their interests, without fear of interference, coercion, discrimination or reprisal.
- The right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.
- The right to give or refuse consent to the provision of service.
- The right to receive services in a culturally safe and person-centered manner.

RESPONSIBILITIES

- To understand that verbal or physical abuse of staff, students and volunteers, and visitors will not be tolerated.
- To be respectful of other clients, visitors, and staff.
- To take part in your care plan to the best of your ability.
- To understand that the needs of other clients may sometimes be more urgent than your own.
- To be honest about your personal health information.
- To keep track of and look after your personal property and valuables.