



*Welcome to Classic LifeCare. For the last 50 years, we have lived our mission –
Enriching lives through compassionate care.*

Client Bill of Rights and Responsibilities

As a valued client, you have the right to:

- Be treated with respect and dignity, and respect in every interaction.
- Receive compassionate, high-quality care that honors your unique needs, values, and personal beliefs, including your cultural background, spiritual practices, gender identity, and abilities.
- Feel safe and supported in your care, with services that prioritize your well-being and comfort.
- Have your personal health information protected and handled with the utmost confidentiality.
- Be actively involved in decisions about your care, empowering you to maintain your independence and make choices that enhance your quality of life.
- Be informed of any changes to your care plan or schedule and consulted whenever possible.
- Express your thoughts, preferences, and concerns openly, knowing they will be heard and respected without fear of judgment or reprisal.
- Accept or decline care or services at any time, with an understanding of how this may impact your well-being.

To help us provide the best possible care, we kindly ask that you:

- Treat our employees with kindness and respect, ensuring a welcoming and inclusive environment free from discrimination or harassment.
- Provide consent for assessments that help us determine and deliver the most appropriate care for your needs.
- Stay informed and engaged in your care planning, helping us tailor services that best support your well-being
- Communicate any changes in your health or personal circumstances that may affect your care plan.
- Help create a safe and comfortable environment for your HCW by:
 - Securing pets during visits,
 - Providing a smoke-free space, and
 - Ensuring walkways and entrances are well-lit and free from hazards.