

CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

You have the right to:

- Be treated with respect and dignity;
- Receive competent care regardless of your diverse views, spiritual beliefs, gender identity, sexual orientation, cultural beliefs and/or abilities;
- Receive care that prioritizes your overall safety;
- Have your personal health information safe-guarded and kept confidential as well as have your privacy protected;
- Be involved and informed in your plan of care that prioritizes your quality of life and independence to make personal choice;
- Be consulted of changes in your services, including scheduling;
- Express your opinions and recommendations without fear of reprisal; and
- Accept or refuse care or service at any time.

You are responsible to:

- Treat your Client Care Coordinator or Health Care Worker with courtesy and respect, free of discrimination or harassment;
- Provide consent so we can determine your care needs and authorize services;
- Be informed and involved in the planning for your care;
- Inform us of any changes to your health status that could impact the goals of your care; and
- Provide a safe working environment for the HCW providing your services, including securing pets for visits, providing a smoke free environment, and ensuring walkways are well lit and safe from slipping hazards.