



WEST HILL COMMUNITY SERVICES

CLIENT RIGHTS & RESPONSIBILITIES

West Hill Community Services is committed to having clients' rights respected and understood. It is for this reason that the following document has been developed to ensure that all clients are treated equally and fairly, without prejudice. These Rights and Responsibilities are based on the Consumer Bill of Rights defined in the Long Term Care Act, 1994. The principles outlined in this document are to be respected by all staff, clients and contracted agencies.

Every Client has the Right to:

- Be dealt with courteously and respectfully and to be free of mental, physical and financial abuse by all staff;
- Be dealt with in a manner that respects his/her privacy, dignity and promotes his/her autonomy;
- Be dealt with in a manner that is sensitive to and responds to individual needs and preferences including ethno-social, spiritual, linguistic, cultural and familial factors;
- Receive information about the services provided to him/her and who will be providing these services;
- Participate in the assessment of his/her service needs, the development of the service plan, evaluations of the service plan and reassessments of his/her service plan;
- Give or refuse consent to the provision of service;
- Raise concerns or recommend changes to any aspect of how services are provided without fear of interference, coercion, discrimination or reprisal;
- Be provided with a response to concerns;
- Be informed of the laws, rules, policies and procedures affecting the operation of the program and to be informed of the procedure for initiating complaints about the service;
- Have personal records kept confidential in accordance with the law;
- Have care and services explained in words that are easy to understand in order to make informed choices and decisions; and
- Be empowered to have all information for their health for good decision-making,
- Formally complain as per agency policy and as posted
- Raise concerns and be provided with a response to concerns

Every Client has the Responsibility to:

- Treat other clients, service providers and staff with dignity, respect and courtesy;
- Respect the right to privacy of other clients and staff on the site;
- Provide all required information and sign the necessary releases;
- Be available to participate in service planning at mutually agreed upon times;
- Communicate any concerns he/she may have;
- Inform the service providers of planned absences;
- Fulfill the obligations agreed to in the client service agreements with the staff, etc. and
- Be as responsible as possible for one's own health.