

CLIENT RIGHTS AND RESPONSIBILITIES

Policy No.	PP-LD-185	Date Approved	May 2020
Prepared by	Director, Innovation, Improvement & Engagement	Date Implemented	March 2014
Approved by	Board of Directors	Date Reviewed	November 2016, April 2020
		Date(s) Revised	November 2016, April 2020
		Scheduled Review Date	May 2023
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INTRODUCTION

Scarborough Centre for Healthy Communities (SCHC) 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 in both a fair and equitable manner. 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.

RESPONSIBILITIES

Every Client has the Right to:

- Be treated courteously and respectfully and to be free of mental, physical and financial abuse by all staff;
- Be treated in a manner that respects their privacy, dignity and promotes their autonomy;
- Be treated in a manner that is sensitive to and responds to individual needs and preferences including ethno-social, spiritual, linguistic, cultural, gender identity and familial factors;
- Receive information about the services provided to them and who will be providing these services;
- Participate in the assessment of their service needs, the development of the service plan, evaluations of the service plan and reassessments of their 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.

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 they 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.

RELATED DOCUMENTS

SCHC Client Engagement Model

AUTHORIZATION

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Jeanie Joaquin, CEO & Mariam Paul, Board Secretary
May 2020
Scarborough Centre for Healthy Communities