

# Client Rights and Responsibilities

The following North Shore Health Networks Rights and Responsibilities are key in establishing partnerships of mutual respect and understanding between you and your healthcare team.

## As a Client you have the right to:

- Be dealt with in a courteous and respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse by CSS;
- Be dealt with in a manner that respects the person's dignity and privacy and that promotes the person's autonomy and participation in decision making;
- Be dealt with in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;
- Receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms;
- A person who is First Nations, Métis or Inuk has the right to receive services in a culturally safe manner;
- Clear and accessible information about their services;
- Participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan;
- Designate a person to be present with them during assessments;
- Designate a person to participate in the development, evaluation and revision of their care plan;
- A person who receives more than one home and community care service has the right to receive assistance in coordinating their services from CSS;
- Give or refuse consent to the provision of any CSS service;
- Raise concerns or recommend changes in connection with the CSS services provided to them and in connection with policies and decisions that affect their interests, to CSS and its employees, government officials or any other person, without fear of interference, coercion, discrimination or reprisal;
- Be informed of the laws, rules and policies affecting the operation of the CSS services, including this Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider;
- Have their records kept confidential in accordance with privacy legislation.

## As a Client you have the responsibility to:

- Treat all workers (staff and volunteers) with respect free from discrimination and abuse (i.e. physical, sexual, mental, emotional, verbal and financial);
- Provide accurate and complete personal health information;
- Disclose issues that may pose a risk to workers such as: decline in health; diagnosis of a communicable illness or symptoms of such illness; pests/rodents/bed bug infestation in the home;
- Maintain a safe work environment, including (if applicable):
  - a. Refraining from smoking while workers are present;
  - b. Securing pets away from workers;
  - c. Removing snow and ice from your home entrance (including driveway, walkway, and stairs);
  - d. Removing clutter from service areas;
  - e. Provide all supplies/materials required to complete service (i.e. cleaning supplies, vacuum, personal hygiene items, etc.);
  - f. Be home for scheduled time of service and if unable, notify CSS in a timely manner;
  - g. Participate in Plan of Service, including InterRAI CHA Assessments;
  - h. Communicate concerns and/or questions related to perceived risks in the Plan of Service;
- Provide accurate and complete financial billing information for services with fees (Meals on Wheels and Medical Transportation)

**If you have questions or concerns, please contact Maiya Hallett, Manager Community Support Services at:**

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