



## Independent Living Services Simcoe County POLICIES and PROCEDURES MANUAL

**CATEGORY B: Client Services**

**CATEGORY 3: Client Rights and Responsibilities**

**POLICY NAME: Client Bill of Rights**

### **POLICY**

ILS must establish written policies and procedures regarding the rights of Client Services. This includes the promotion and protections of each clients' right to received necessary information, to be given reasonable choices and to be treated with dignity.

ILS will ensure that processes are in place to:

- a) Ensure that clients understand their rights;
- b) Help clients exercise their rights and;
- c) Investigate and resolve claims regarding a violation of clients' rights.

### **APPLICATION All Staff**

All clients have the right;

1. To be dealt with in a courteous and respectful manner and to be free from mental, physical and financial abuse.
2. To be dealt with in a manner that promotes dignity and privacy and that promotes the person's autonomy.
3. To 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.
4. To information about the services provided to him or her and to be told who will be providing the services.
5. To participate in the assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the development of the person's plan of service, and the review of the person's

requirements and the service provider's evaluation and revision of the person's plan of service.

6. To give or refuse consent to the provision of any community service.
7. To raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
8. To be informed to the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.
9. To have his or her records kept confidential in accordance with the law.

## **RELEVANT LEGISLATION**

Home Care and Community Services Act, 1994

## **RELATED DOCUMENTS**

**APPROVED BY:** ILS Leadership Team

**DATE APPROVED:** August 27, 2020

**DATE REVIEWED:**

**DATE REVISED:**