

WoodGreen Community Services

Policy: Client's Bill of Rights
Policy Type: Operational
Policy Area: Community Care and Wellness for Seniors
Policy No.:
Effective Date: April 1, 2004



1. Preamble

CCWS staff follow the Bill of Rights for clients as outlined in Long-Term Care Act Bill 173. All staff must respect and promote the client's Bill of Rights as set out below.

2. Policy

- 2.1 All clients to be dealt with in a courteous and respectful manner.
- 2.2 All clients to be free from mental, physical and financial abuse by the person providing the services.
- 2.3 All clients to be dealt with in a manner that respects their dignity and privacy, and promotes their autonomy.
- 2.4 All clients to be dealt with in a manner that recognizes their individuality, and that is sensitive to and responds to their needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 2.5 All clients have the rights to information about the services provided to them.
- 2.6 All clients have the rights to participate in the assessments of their needs, the development of the plan of services, and in the subsequent evaluations and revisions.
- 2.7 All clients have the rights to consent to or to refuse services.
- 2.8 All clients have the rights to raise concerns or recommend changes about their services, without the fear of interference, coercion, discrimination or reprisal.
- 2.9 All clients have the rights to be informed of the policies & procedures affecting the service provider operations, and to receive written information on the procedures for initiating complaints about the service provider.
- 2.10 All clients have the rights to have their records kept confidential in accordance with the law.

3. Procedures

- 3.1 Post, promote and provide the Bill of Rights to staff, clients and volunteers, whenever possible.

4. Training Plan

5. Communication Process

Approved by: Jane Piccolotto, Unit Director

Date Approved: April 1, 2004

Date Reviewed/Revised:

Reference: Bill 173 (Chapter 26 Statutes of Ontario, 1994) An Act respecting Long-Term Care