

	Client Rights and Responsibilities
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Effective Date: July 14, 2023

Revision #: 4

SCOPE

All clients, employees, students, volunteers, and brokered helpers.

RATIONALE

To comply with *Home and Community Care Services Regulation (O. Reg. 187/22)* under the *Connecting Care Act, 2019* and the *Accessibility for Ontarians with Disabilities Act, 2005* to ensure that all clients are aware of their rights and responsibilities.

POLICY

Clients of Community Care Peterborough (CCP) have rights and responsibilities related to the care and services they receive. Services are designed and delivered in a manner that reflects and respects these rights and responsibilities.

The Client Bill of Rights will be posted in every CCP service office and on the CCP website.

Client Bill of Rights

1. You will be treated in a courteous and respectful manner, free from physical, sexual, mental, emotional, verbal, and financial abuse by Community Care Peterborough employees, volunteers, and brokered helpers.
2. You will be served in a manner that respects your dignity and privacy and promotes your autonomy and participation in decision-making.
3. You will be served in a manner that is sensitive to and responds to your unique needs and preferences, including those based on ethnic, spiritual, linguistic, familial, and cultural factors.
4. You will receive service free from discrimination on any grounds of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. If you are First Nations, Métis, or Inuk you will receive services in a culturally safe manner.



6. You will receive clear and accessible information about your services.
7. You will be invited to participate in the assessment of your needs, development of your Service Plan, reassessment of your needs, and revision of your Service Plan.
8. You may designate a person to be present with you during intake and assessments, as well as to participate in the development, evaluation, and revision of your Service Plan.
9. If you receive more than one service from Community Care Peterborough, we will assist in coordinating these services.
10. You may give or refuse consent to receive service.
11. You can raise concerns or recommend changes without fear of interference, coercion, discrimination, or reprisal.
12. You may ask for more information about the laws, rules, and policies affecting the operation of Community Care Peterborough, including the Client Bill of Rights.
13. You can contact any of our offices to initiate complaints, make appeals, and provide feedback about service. You may also submit a complaint in writing by letter, email, or by completing the *Feedback Form* on our website or the *Client Feedback, Complaints, and Appeals* brochure. Decisions about service eligibility will be made within 30 days after the request for review/appeal is submitted, otherwise you will be granted temporary eligibility until the final decision is made.
14. Your information will be kept confidential in accordance with privacy legislation.

Client Responsibilities

1. You will contact the office to request service instead of contacting volunteers or staff at home. Community Care Peterborough cannot assume responsibility for private arrangements made without its knowledge and approval.
2. You will contact the office in advance if you will not be home at the scheduled time to receive service. If you get the answering machine, please leave a message.
3. You will keep Community Care Peterborough apprised of any significant change in circumstance, contact information, or service needs.
4. You will respect the privacy of Community Care Peterborough employees and

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volunteers.

5. You will refrain from smoking in the presence of representatives of Community Care.
6. You will respect the human rights of employees, volunteers, and brokered helpers and treat them with courtesy and kindness.
7. You will recognize that volunteers and brokered helpers may perform only those tasks which have been approved by the service office.
8. You will give the pre-arranged fee to the volunteer/brokered helper directly unless alternate billing arrangements have been made.
9. You will speak in confidence to a Community Care employee or submit your feedback in writing if you have a complaint or concern.
10. You will review the *Client Guide* and respect service guidelines.

CCP may restrict or withdraw service from clients who do not meet their responsibilities, in accordance with CLI-1-70. You can contact any of our offices to appeal service decisions. You may also submit an appeal in writing by letter, email, or by completing the *Feedback Form* on our website or the *Client Feedback, Complaints, and Appeals* brochure. Decisions about service eligibility will be made within 30 days after the request for review/appeal is submitted, otherwise you will be granted temporary eligibility until the final decision is made..

PROCEDURES

1. The Coordinator or designate will provide each client with a copy of the client rights and responsibilities during the intake process or as part of the client welcome package in accordance with CLI-1-30. Based on the client's individual needs, this procedure may be adapted to inform them of their rights and responsibilities in an alternate method.
2. The Coordinator will answer any questions the client or their designate may have about their rights and responsibilities.
3. The Coordinator or designate will document in the client file that the *Client Guide* and/or Service Plan has been provided to the client, which is an indicator that the client rights and responsibilities have been shared.

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4. If the procedure for informing the client of their rights and responsibilities has been adapted to accommodate the individual needs of a client, the method in which the client rights and responsibilities were provided will be documented in the client file.
5. During service reassessments the Coordinator will review the Client Bill of Rights and Responsibilities with the client and/or their designate and they will be included in Service Plan revisions.
6. During the orientation process, all CCP employees, students, volunteers, and brokered helpers will be informed of the rights and responsibilities of clients.

RELATED POLICIES

- ADM-8-10: Privacy and Confidentiality
- CLI-1-30: Client Service Plans
- CLI-1-70: Client Referral or Termination
- CLI-1-80: Client Feedback, Complaints, and Appeals**

RELATED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005
- Home and Community Care Services Regulation (O. Reg. 187/22) under the Connecting Care Act, 2019
- Client Feedback, Complaints, and Appeals brochure
- Client Guide
- Employee Onboarding Checklist
- Service Plan template

REVIEWS AND REVISIONS

Date Approved (mmm dd, yyyy)	Comments
Apr 27, 2005	Policy developed
Mar 25, 2015	Reviewed and Revised by HR Committee
Oct 19, 2018	Reviewed and Revised by HR Committee
May 1, 2022	Amended to reflect change from <i>Home and Community Care Services Act, 1994</i> to <i>Connecting Care Act, 2019</i>
Jul 14, 2023	Revised

Next Review Date: July 2026