

Policy Name: Client Rights and Responsibilities

Policy Number: CLI-1-40  
Date Approved: April 26, 2000  
Date Reviewed/Revised: Apr 27, 2005;  
Mar 25, 2015; Oct 19, 2018

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Page: 1 of 2

**SCOPE**

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

**RATIONALE**

To comply with the *Home Care and Community Services Act, 1994* and to ensure all clients are aware of their rights and responsibilities.

**POLICY**

Clients of Community Care Peterborough 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.

**Client Rights**

1. You will be treated with dignity and in a courteous and respectful manner;
2. You will be free from mental, physical, verbal, and financial abuse by Community Care Peterborough employees, volunteers, and brokered helpers;
3. You will be served in a manner that is sensitive to and responds to your needs and preferences, including those based on ethnic, spiritual, linguistic, familial, and cultural factors;
4. You will be informed about the service requested including who will be providing it;
5. You will participate in the assessment of your needs and the development, ongoing review, evaluation, and revision of your Service Plan;
6. You may modify or refuse service;
7. You can contact the office to initiate complaints, make appeals, and provide feedback about service;
8. You can raise concerns or recommend changes without discrimination or fear of reprisal;
9. You may ask for more information about the laws, rules, and policies affecting the operation of Community Care Peterborough; and
10. 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 at home. Community Care Peterborough cannot assume liability or 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;

**COMMUNITY CARE PETERBOROUGH****Standards, Policies, and Procedures**

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Page: 2 of 2

3. You will keep CCP apprised of any significant change in circumstance, contact information, or service needs;
4. You will respect the privacy of Community Care Peterborough employees and 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;
9. You will speak in confidence to a Community Care employee if you have a complaint or concern; and
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.

**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.
2. The Coordinator will answer any questions the client may have about the rights and responsibilities.
3. The Client Rights and Responsibilities will be posted on the Community Care Peterborough website.

Approved: DBelair  
(Signature – Executive Director)

Date: 19 Oct 2018

**REFERENCE**

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