

Client 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 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;
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 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.

Client Consent and Personal Health Information

At Community Care Peterborough (CCP) we are committed to protecting clients' personal health information. Our policies and procedures are reviewed for compliance with the Personal Health Information Protection Act (PHIPA) and we implement information management practices that protect clients' privacy.

We collect and use clients' personal health information in order to provide them with the best care possible. Clients will be made aware of the purposes of collection, use, and disclosure of their personal health information. At any time, they may provide the agency with direction regarding disclosure.

A client who believes that CCP has not responded to his or her access request or handled his or her personal health information in a reasonable manner, is encouraged to address his or her concerns with CCP'S Privacy Officer:

Privacy Officer
Community Care Peterborough
185 Hunter St E
Peterborough, ON K9H 0H1
705-742-7067 ext. 210
privacy@commcareptbo.org

A client who is unsatisfied with a response received from the Privacy Officer, may contact:

Ontario's Information and Privacy Commissioner
2 Bloor St E, Suite 1400
Toronto, ON M4W 1A8
1-800-387-0073
www.ipc.on.ca