

POLICY

Clients of Community Care Peterborough have Rights and Responsibilities. These Rights and Responsibilities are in keeping with CCP's vision and guiding principles and promote respectful and rewarding relationships among clients, volunteers and staff.

Client Rights

Clients receiving services from Community Care have the right:

- To be treated with dignity and respect.
- To be free from mental, physical, verbal and financial abuse by Community Care Peterborough's staff and volunteers.
- To be free from discrimination and harassment.
- To choose the amount of service they receive, within the agency's limitations.
- To modify and/or refuse service.
- To be advised, in advance, of the cost of service or any change in cost.
- To be involved in the evaluation of our service(s) on a regular basis and have comments or concerns addressed.
- To expect services to be provided in an accessible manner.
- To expect all service providers to have proper identification, receive on-going training and supervision appropriate to their role.
- To expect that client information will be kept confidential and in accordance with privacy legislation.
- To receive a receipt or letter of confirmation upon request.
- To expect work to be completed in a safe manner.
- To be made aware of how to initiate complaints, make appeals and provided feedback about their services.

Client Responsibilities

Clients of Community Care Peterborough are responsible:

- To contact the service office to request service. To contact the service office to arrange for service. Please do not contact volunteers at home; the service office cannot assume liability or responsibility for private arrangement made without its knowledge and approval.
- To call the service office in advance if they will not be home at the scheduled time.
- To keep CCP apprised of any significant change in circumstance, contact information and service needs.
- To respect volunteer and staff privacy.
- To refrain from smoking in the presence of representatives of Community Care.
- Volunteers and Brokered Workers may perform only those tasks which have been approved by the service office.
- To reimburse the volunteer/brokered worker directly, according to the pre-

arranged fee.

- To review any service specific brochure as provided and respect guidelines.

If you would like to receive this information in an alternate format please contact the Director of Support Services at 705-742-7067.