



Client Bill of Rights

In keeping with the Patient Bill of Rights under the Connecting People to Home and Community Care Act, 2020 and the new Home and Community Care Services Ontario Regulation 187/22 under the Connecting Care Act, 2019 for people who access home and community care services, McCormick Care Group shall ensure that the following rights of clients receiving services at the McCormick Dementia Services Adult Day Program will be fully respected and promoted.

- 1. Every client has the right to be treated in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse by the provider.**
- 2. Every client has the right to be treated in a manner that respects the client's dignity and privacy and that promotes the client's autonomy and participation in decision making.**
- 3. Every client has the right to be treated in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familiar and cultural factors.**
- 4. Every client has the right to receive home and community care services free from discrimination on any ground of discrimination prohibited by the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.**
- 5. Every client who is First Nations, Metis or Inuk has the right to receive home and community care services in a culturally safe manner.**
- 6. Every client has the right to clear and accessible information about their home and community care services.**
- 7. Every client has the right to participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.**
- 8. Every client has the right to designate a person to be present with them during assessments.**

- 9. Every client has the right to designate a person to participate in the development, evaluation and revision of their care plan.**
- 10. Every client who receives more than one home and community care service has the right to receive assistance in coordinating their services from the health service provider or Ontario Health Team.**
- 11. Every client has the right to give or refuse consent to the provision of any home and community care service.**
- 12. Every client has the right to raise concerns or recommend changes in connection with the home and community care service provided to them and in connection with policies and decision that affect their interests, to the provider of the home and community care service, the Agency and its employees, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.**
- 13. Every client who receives a home and community care service has the right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.**
- 14. Every client has the right to have personal records kept confidential in accordance with the law.**