



# Canadian Red Cross Community Health & Wellness Programs

## Client Bill of Rights & Responsibilities

**As a client, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows (*Connected Communities Act, 2019*):**

1. To be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. To be dealt with in a manner that respects your dignity and privacy, and that promotes your autonomy and participation in decision-making.
3. To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. To receive home and community care services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A client who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.
6. To receive clear information about your home and community care services in a format that is accessible to you.
7. To participate in the assessment and reassessment of your needs, as well as the development and revision of your care plan.
8. To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your care plan.
9. To receive assistance in coordinating your services.
10. To give or refuse consent to the provision of any home and community care service.
11. To raise concerns or recommend changes related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. To be informed of the laws, rules and policies affecting the delivery of the home and community care services, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.



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**You and your Red Cross worker are important partners in your care. As Canadian Red Cross Community Health Program Client, you are responsible to:**

1. Treat our personnel (staff and volunteers) with respect, consideration and without discrimination; free of abuse or harm. This also applies to others that may be present during Red Cross service.
2. Communicate issues that may pose a risk to our personnel which may impact their safety such as; a decline in your health, diagnosis of a communicable illness or symptoms of such illness.
3. Maintain a safe work environment for our personnel.
4. Refrain from smoking or vaping while our personnel are providing service.
5. Secure your pets away from the direct care environment while our personnel are providing service.
6. Remove snow and ice from your driveway, walkways and stairs, and ensure walkways are well lit and clear of all other hazards.
7. Be present for your scheduled time of service and notify the Canadian Red Cross of any changes to your schedule such as cancellations or vacation.
8. Be actively involved in your service plan and ask questions if you don't understand or require more information.
9. Contact your Red Cross Coordinator or Manager if you have any questions or concerns about your service delivery.