



Policy Name:	Client Bills of Rights and Responsibilities
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Policy

Clients of Community Care for Central Hastings have Rights and Responsibilities.

These Rights and Responsibilities are in keeping with Community Care's vision, mission, values and promoting respectful and rewarding relationships among clients, volunteers and staff.

To be posted in the office and in all client packages along with the staff orientation.

Clients Rights

As a client receiving services from Community Care, you can expect that:

1. You will be treated with dignity and respect.
2. You have the right to choose the amount of service(s) you receive, within the agency's limitations.
3. You may choose to refuse service.
4. You will be advised, in advance, of the cost of service.

5. You will be asked to evaluate our service(s) on a regular basis and have your comments or concerns addressed.
6. All service providers will have proper identification.
7. All service providers will receive on-going training.
8. All service providers will receive supervision.
9. All client files and information will be kept confidential.
10. A receipt of letter of confirmation will be provided upon request.
11. You may appeal to the Executive Director if you feel service is not adequate or appropriate.
12. Work will be completed in a safe manner.

Client Responsibilities

As a client, you have the responsibility to:

1. Contact the office to request service.
2. Respect volunteer and staff privacy and human rights.
3. Contact volunteers '**only**' through the office.
4. Ask the volunteer to perform only those tasks that have been pre-arranged through the office.
5. Provide supplies and equipment required for Home Making/Home Maintenance as required.
6. Contact the office if you will not be at home to receive services.
7. Pay your invoice in a timely manner.
8. Speak to staff if you have a concern or complaint.

Purpose

To ensure that clients are aware of their rights and responsibilities.

Procedures

1. Promote respect and promote the client Bill of Rights.
2. Post the Bill of Rights along with Community Care's Funding Agreement in our premises.
3. Community Care's policies and procedures are consistent with the expectations outlined in the Act (client Bill of Rights).
4. All clients will be provided with a copy of the Client Rights and Responsibilities during the intake/registration process.
5. Clients will be informed of rights at every follow-up assessment.