



## RIGHTS OF CLIENTS receiving care from Heskw'en'scutxe Health Services Society

Clients are treated with respect and supported to enhance each client's self-esteem and sense of well being. The client is free to express concerns regarding his/her care without fear of reprisal, discrimination, or interruption of service. To that end:

1. Everyone working with the Society, including clients and care providers are informed of this policy.
2. Everyone working with the Society is responsible to respect and uphold the Client Rights by understanding it and interpreting it consistently.
3. At time of orientation all board, staff, clients, and volunteers are informed of this policy and ways to implement it.
4. A copy of the **Client Rights** will be given to each person with encouragement to express any concerns or complaints about the delivery of services at any time.

The Society recognizes that clients are first and foremost human beings with the same rights as every Canadian and as such the Society is committed to upholding all the rights of people under the law. Further, the Society recognizes the client's right to individuality, privacy, and freedom of expression. Board, staff and volunteers treat every client with dignity, respect, and courtesy. To that end:

1. Clients are treated with respect and supported to enhance their self-esteem and sense of well being.
2. The client is free to express concerns regarding his/her care without fear of reprisal, discrimination, or interruption of service.
3. The client's preferences and those of the client's family are considered in the development and implementation of the client's service care plan. When a client is unable to express his/her preferences, the client's family or contact person is consulted.
4. The Manager or delegate will consult with the client and/or family or contact person in the development of the service care plan, taking the client's preferences into consideration.
5. Staff and volunteers will greet the client by his/her preferred name and will discuss with the client the tasks to be done that day.
6. Staff and volunteers will treat each client as a unique and autonomous person with dignity, respect, and courtesy.
7. Staff and volunteers will accommodate each client's preferences whenever possible and appropriate.
8. Staff and volunteers will report to the Manager any difficulty in accommodating a client's preferences for care or services.
9. Any concerns or complaints will be documented in writing and followed up on by the Manager/designate in accordance with the 2.5.3 Complaint Resolution Process.
10. In cases where the persons served or their legal representatives refuse to provide authorization or consent the Society will ensure:
  1. the person served or their legal representatives are aware of the consequences of refusing to give consent—i.e., that the persons served will not receive the benefits of important health or wellness programs or services;
  2. services for which consent has been refused are documented and added to the files of the person served;
  3. a process is initiated to obtain the required authorizations from either persons served or their legal representatives for those parts of the program that are considered mandatory. For example: Clear explanation of nature of and reasons for mandatory provisions, reference to policies or processes in place to protect the confidentiality or privacy of persons served, and actions required from the person served or representatives to indicate approval for mandatory provisions.
  4. In the case of authorization or consent made by someone other than persons served:
    - i. A process to support persons served in appealing to withdraw consent given against their wishes and access appropriate people (e.g. representative, advocate, lawyer, appeal process, etc.) including provision of the Society's Client Rights for review;
    - ii. The continuance of mandatory services until the appeal processes have been completed.
    - iii. Be re-informed of services or care on request, and on a timely basis.

