

CLIENT BILL OF RIGHTS

Access Healthcare Services Inc. is a client-focused socially responsible organization dedicated to helping clients remain safely at home with comfort and dignity through skilled and compassionate nursing, personal support and home care services. We believe that:

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 patient 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 Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

CLIENT RESPONSIBILITIES

As a client receiving services from Access Healthcare Services Inc you agree to the following commitment;

1. Treat our team members with courtesy and respect, including freedom from unwanted physical and verbal conduct, threats, attempts, or acts of violence by you or someone in your home.
2. Treat our team members in a manner that respects our dignity and privacy, and is free from discrimination, recognizing cultural, gender, spiritual, linguistic, ethnic, sexual orientation and regional differences.
3. Provide a safe work environment, respecting guidelines and legislation, including those related to pets, smoking, alcohol, drugs, and safe entry into your home.
4. Engage in the development and ongoing management of your care plan and to report any changes that may impact your care needs.
5. Use health care resources responsibly, including making yourself available for visits and assessments, notifying us as soon as possible when you need to cancel or reschedule visits, when you will be unavailable, and when you no longer require care

We are here to help. If you have any questions or concerns about your care or the services that you are receiving, please refer to your Client Welcome Letter for a list of team members that can assist you or contact ph. 1-877-292-0422