



Connecting People to Home and Community Care Act 2020

Client Bill of Rights

As a client, family member, substitute decision maker or caregiver, you have the right to expect that every Community Support Service of Niagara employee, volunteer and/or Board Member shall respect and promote your rights as follows.

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 community services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A person who is First Nations, Métis or Inuk has the right to receive community services in a culturally safe manner.
6. To receive clear information about your community services in a format that is accessible to you.
7. To participate in the assessment and reassessment of you needs, as well as the development and revision of your service plan.
8. To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your service plan.
9. To receive assistance in coordinating your services.
10. To give or refuse consent to the provision of any community service.
11. To raise concerns or recommend changes related to the services that you receive, and with policies and decision 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 community 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.