

Client Bill of Rights

The Client Bill of Rights is set out in Part III of an Ontario law called the Home Care and Community Services Act, 1994.

s. 3(1) A service provider shall ensure that the following rights of persons receiving community services from the service provider are fully respected and promoted:

A person receiving a community service has the right to:

- Be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider;
- Be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy;
- Be dealt with by the service provider in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;
- Information about the community services provided to him/her and to be told who will be providing the community services;
- Participate in the service provider's assessment of his/her requirements and to participate in the service provider's development of the person's plan of service, review of the person's requirements and the service provider's evaluation and revision of the person's plan of service;
- Give or refuse consent to the provision of any service provided by the service provider;
- Raise concerns or recommend changes in connection with the service provided to him/her and in connection with policies and decision that affect his/her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- Be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider; and
- Have his/her records and personal information kept confidential in accordance with the law.



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