



# Lambton Elderly Outreach Client Bill of Rights

As a client, family member, substitute decision maker or caregiver, you have the right to expect that every Lambton Elderly Outreach employee, Board members and contracted health service provider shall respect and promote your rights as outlined below.

All Clients of Lambton Elderly Outreach have the right to the following:

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 client 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 revision 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 interest, without fear of interference, coercion, discrimination, or reprisal.



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12. **To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

### **How to File a Complaint or Report a Violation of Your Rights**

In order to file a complaint or report a violation of your rights, the client must call Lambton Elderly Outreach and ask to speak to a Manager or a Director. The Manager or Director will then walk the client through the process of filing a complaint and begin the process on the client's behalf.

### **How to Report a Safety Concern or Incident**

In order to report a safety concern or incident, the client would call Lambton Elderly Outreach and ask to speak to a Manager or a Director. The Manager or Director will then fill out a hazard or incident report on the client's behalf.