



## CLIENT/PATIENT/FAMILY BILL OF RIGHTS

***The Hospice of Windsor and Essex County Inc. believes that it is important for clients, patients and family members to know, understand and be able to exercise their rights and responsibilities as they relate to the services and programs provided by Hospice.***

As individuals and families (including designated persons) you have the right to:

- a) Be treated in a respectful manner free from physical, sexual, mental, emotional and financial abuse.
- b) Dignity and privacy promoting your autonomy and participation in decision making.
- c) Be recognized for your individuality. We will be sensitive to and respond to your needs and preferences including ethnic, spiritual, linguistic, familial, and cultural factors including First Nations, Métis, or Inuk.
- d) Clear and accessible information and assistance coordinating home and community services.
- e) Know that we will keep information about you confidential, unless you have signed the applicable consent form (or provided verbal consent) to share information with others internally (and/or externally) participating in the provision of service according to your care plan.
- f) Participate in the assessment of your needs and the development, reassessment, and revisions of your care plan.
- g) Expect reasonable accommodations for persons with special needs or handicaps in accordance with legislation.
- h) Know the identity and profession of those responsible for your care.
- i) Receive services free of discrimination or any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- j) Express any concerns, written or verbal, without fear of interferences, coercion, discrimination, or reprisal.
- k) Give or refuse consent to the provision of any home or community services.

## CLIENT/PATIENT/FAMILY RESPONSIBILITIES

***As an agency, The Hospice of Windsor and Essex County Inc. expects that clients/patients/family members have a responsibility to:***

- a) Provide accurate information regarding your care.
- b) Be considerate to all those providing, or participating in your care or service plan.
- c) Be responsible for all personal property and valuables.
- d) Participate in the care planning objectives

If I have a concern or complaint about the services rendered by The Hospice of Windsor and Essex County Inc, its employees or volunteers, I know I can contact the Hospice of Windsor and Essex County Inc. verbally or in writing to the attention of the Executive Director.

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