OAK RIDGES HOSPICE
OF DURHAM LTD.

Client Bill of Rights

1. **Right to Respect and Safety:** Every client has the right to be treated with respect and to be protected from all forms of abuse, including physical, sexual, psychological, emotional, verbal, and financial abuse by the service provider.
2. **Right to Dignity, Privacy, and Independence:** Every client has the right to have their dignity and privacy respected, to maintain their independence, and to be involved in decisions concerning their care and services.
3. **Right to Individualized Care:** Every client has the right to receive services that recognize their unique identity, needs, and preferences. This includes respecting their cultural background, ethnicity, spirituality, language, family values, and personal beliefs.
4. **Right to Equal Treatment:** Every client has the right to receive services without discrimination based on any protected ground outlined in the Ontario Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. **Right to Culturally Safe Services:** First Nations, Métis, and Inuit clients have the right to receive care and support in a culturally safe and respectful environment.
6. **Right to Accessible Information:** Every client has the right to receive information about their services in a clear, understandable, and accessible format.
7. **Right to Participate in Care Planning:** Every client has the right to be involved in evaluating their needs, creating their care plan, reviewing their progress, and making any necessary changes to their plan.
8. **Right to Support During Assessments:** Every client has the right to choose a person who can accompany them during assessments.
9. **Right to Involve Others in Care Decisions:** Every client has the right to select a person to assist them in developing, reviewing, and updating their care plan.
10. **Right to Consent:** Every client has the right to accept or decline any service offered to them through the hospice.
11. **Right to Express Concerns and Provide Feedback:** Every client has the right to voice concerns, make suggestions, or request changes regarding the services they receive, as well as policies and decisions that affect them. They may raise these concerns with the service provider, its employees, government representatives, or other appropriate individuals without fear of pressure, discrimination, interference, or retaliation.
12. **Right to Understand Policies and Make Complaints:** Every client has the right to be informed about the legislation, regulations, and policies that govern the service provider, including this Client Bill of Rights. Clients must also receive written information explaining how to submit a complaint about the provider.

Adapted from Eds House Northumberland Hospice Care Centre, 2019