

Clients' Bill of Rights

In accordance with our mission and values, all SJHC staff promote and fully respect the following client* rights.

All clients have the right to:

- Be treated in a polite and respectful manner that preserves their dignity.
- Be free from mental, physical and financial abuse from care providers.
- Have their independence promoted.
- Have their individuality recognized.
- Receive service which is sensitive to and responds to their needs and preferences in a timely manner.
- Participate in the plan for care.
- Be told who is responsible for and who is providing direct care.
- Refuse care with an understanding of the consequences.
- Raise concerns or ask for changes concerning the care provided without fear.
- Be informed of laws, rules and policies which affect the service.
- Be informed in writing of the procedure for complaints or suggestions.
- Have their health records kept confidential in accordance with the law.
- Be informed of health information sharing.
- Receive information in accessible formats or communication supports that take into account an individual's disabilities.

* **Clients** includes the person receiving service directly, as well as their family or caregivers