

Patient Bill of Rights

You have the right to:

- Be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal, and financial abuse.
- Be treated in a way that respects your dignity and privacy while promoting autonomy and participating in decision-making.
- Be recognized as an individual and receive care that is sensitive to ethnic, spiritual, linguistic, familial, and cultural needs and preferences.
- Receive services free from discrimination as per the Human Rights Code and the Canadian Charter of Rights and Freedoms.
- Receive culturally safe care as a First Nations, Métis, or Inuk persons.
- Receive clear and accessible information about your home and community care services.
- Participate in assessing, developing, and changing your care plan.
- Designate a person to be present during assessments and assist with your care plan.
- Receive assistance in coordinating your health care services.
- Provide or refuse consent to any home and community care service.
- Raise concerns about the services that you receive without fear of interference, discrimination, or reprisal.
- Be informed of the Bill of Rights, laws, rules, and policies affecting your services and be provided with the written process for raising any concerns you may have regarding your services.