



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
CC-CR-PP-001	Client Rights and Responsibilities Policy and Procedure	Client Care & Safety	Client Rights, Consent & Autonomy	July 2012	January 2025	Annually

1. Purpose

To clearly define the rights and responsibilities of clients receiving home and community care services from CareHop Nursing & Home Care Services. This policy ensures alignment with the Patient Bill of Rights under **Ontario Regulation 187/22**, the **Connecting Care Act, 2019**, and relevant ethical and legal standards.

2. Scope

This policy applies to all clients, caregivers, substitute decision-makers, staff, volunteers, students, and contractors providing services on behalf of CareHop.

3. Policy Statement

CareHop is committed to upholding the dignity, safety, and autonomy of every client it serves. Clients have the right to receive care that is respectful, culturally safe, inclusive, and personalized. Equally, clients share in the responsibility of fostering a safe and collaborative care environment.

All staff are responsible for promoting, protecting, and responding to the rights of clients, and for informing clients of their responsibilities.

4. Client Rights

CareHop clients have the right to:

1. Be treated with dignity and respect.
2. Receive care in a culturally safe, inclusive, and non-discriminatory manner.
3. Be fully informed about their care and services in clear and accessible formats.
4. Actively participate in decisions about their care, including the right to refuse or withdraw consent.
5. Know the names and roles of all care providers.
6. Be reassessed regularly as care needs evolve.
7. Appoint a substitute decision-maker when necessary.
8. Submit feedback or complaints without fear of reprisal.
9. Be free from abuse, neglect, harassment, or exploitation.
10. Expect confidentiality and privacy of personal health information.
11. Access and correct their health records.



12. Receive a copy of the Patient Bill of Rights and understand what it means for their care.
13. Request information in accessible formats or preferred languages.

5. Client Responsibilities

Clients and their caregivers are expected to:

1. Provide accurate information about their health, needs, and preferences.
2. Treat staff, other clients, and visitors with respect and courtesy.
3. Participate in care planning and follow agreed-upon care instructions.
4. Inform CareHop of changes in health condition, contact information, or risks.
5. Notify CareHop promptly of any concerns or dissatisfaction.
6. Maintain a safe environment for care (e.g., free of hazards, smoke-free during visits).
7. Respect staff roles, boundaries, and professional obligations.
8. Provide consent for care or notify when consent is withdrawn.
9. Respect the privacy of other clients and staff.
10. Comply with infection control practices when receiving in-home services.

6. Procedures

- Clients receive a copy of this policy upon intake, verbally explained by their care coordinator.
- A signed acknowledgment is stored in the client file.
- Staff reinforce rights and responsibilities during care transitions or reassessments.
- Rights are reviewed annually during policy audits.

7. Related Policies

- Patient Bill of Rights Compliance Policy
- Consent to Treatment and Services Policy
- Accessible Formats and Information Compliance Policy
- Privacy and Confidentiality Policy
- Feedback and Complaint Handling Policy

8. References

- Ontario Regulation 187/22 – Patient Bill of Rights
- Connecting Care Act, 2019
- Health Care Consent Act, 1996
- Personal Health Information Protection Act (PHIPA), 2004
- Accessibility for Ontarians with Disabilities Act (AODA), 2005

Policy Approval

Approved by: _____

Chief Executive Officer