



## Client Rights and Responsibilities

---

The intent of this is to ensure that all clients understand their rights and responsibilities and all staff understand and treat each client with the proper respect. A client may designate someone to act as their representative. This representative, on behalf of the client may exercise any of the rights provided by the policies and procedures established by Canadian Companion Services.

As a Canadian Companion Services client, you have rights and responsibilities as follows:

### **You have the right to:**

1. All the basic human rights as outlined in the Canadian Charter of Rights and Freedoms.
2. Feel welcome, safe, and free from harm; and be treated with dignity and respect.
3. Your own feelings and values as well as privacy and confidentiality.
4. Be informed and involved in the planning of your care and advocate for changes in your service.
5. Self-determination by appearing and providing input at your own Individual Service Planning (ISP) meetings and team meetings.
6. Make decisions about your service and support including the right to refuse or discontinue services.
7. Respectfully disagree and have a clear explanation of the services you will receive and who will provide them.
8. The least restrictive and most effective treatment methods based on present and long-term needs and goals.
9. Be informed and involved in all decisions regarding your care and services.
10. Make a complaint and receive the instructions on how to appeal Canadian Companion Services decisions.
11. An appropriate personal living area including your own bed, bedding, and space for personal property; as applicable.
12. Pursue leisure activities of your choice, including access to all community services that are available; including the right to socialize.
13. Internal and external advocates.
14. Review the rights and responsibilities document and ask questions for clarity.
15. To say “NO” right away; if someone is not respecting your right.

### **Responsibilities of Person served (residential)**

1. Cooperating with the direction given by health professionals in regard to their medication schedule.
2. Cooperating in maintaining their laundry clean within a reasonable time frame
3. Maintaining cleanliness in their home to the best of their ability (participating in household cleaning, meal planning and preparation)
4. Working in a collaborative way to resolve issues with those they live with
5. Asking permission before using someone else’s belongings
6. Informing staff of any holidays or outings
7. Expressing courtesy in letting supports know; a delay in their arrival / returning home from outings
8. Taking the necessary steps to repair items belonging to others which they have damaged.



# Client Rights and Responsibilities

---

## **Ethical Practices**

Canadian Companion Services is committed to:

1. Respecting the dignity and values of the Person served.
2. Respecting the psychological, spiritual, social, physical, and cultural dimensions of the Person served, and reflecting an inclusive environment.
3. Promoting positive wellbeing through meaningful engagement and the application of appropriate and timely services.
4. Assisting the Person served to meet their needs while also encouraging or teaching them to care for themselves to the best of their ability.
5. Informing and empowering the Person served to pursue individual autonomy and personally directed outcomes.

## **Reporting an Incidence of Violation of Client Rights**

Clients or their guardian/family can report any suspected violation of client's right through the following channels:

The first reporting line is the Case Manager directly supervising/coordinating support services to the Client.

The Client or their family/guardian may also send an email to [talkto@canadiancompanion.org](mailto:talkto@canadiancompanion.org) to report the suspected incidence of violation

The Case Manager or a designated member of the management team will investigate the allegation and report back to the client/family/guardian within 2 business days on the findings of the investigation, and way forward.

If the client/family/guardian does not feel satisfied with the outcome of the investigation, they have the right to escalate it to the Executive Director of Client Services.



## Client Rights and Responsibilities

### Rights and Responsibility Acknowledgment Form

I acknowledge that, as a client (or representative of the client) of Canadian Companion Services, my rights and responsibilities have been discussed with me and all questions have been answered accordingly.

Signature section	
Client/Representative	Canadian Companion Services Representative
Name: _____	Name: _____
Signature: _____	Signature: _____
Date (MM/DD/YY): _____	Date (MM/DD/YY): _____