



Client's Bill of Rights and Responsibilities

RNS Health Care Services Inc. is committed to providing a client-centered care delivery model, integrating the needs of families, clients, caregivers and health care providers, ensuring the highest level of coordinated and compassionate care to promote an improved quality of life and independence. To achieve the highest quality care standards, implementing clients' rights and responsibilities is vital.

A client has the right to:

- Be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
- Be dealt with in a manner that respects the client's dignity and privacy and that promotes the client's autonomy and participation in decision-making.
- Be dealt with in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- Receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- A client who is First Nations, Métis or Inuk has the right to receive services in a culturally safe manner.
- Clear and accessible information about their services.
- Participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
- Designate a person to be present with them during assessments.
- Designate a person to participate in the development, evaluation and revision of their care plan.
- Receive assistance in coordinating their services.
- Give or refuse consent to the provision of service.
- Raise concerns or recommend changes in connection with the service provided to them and in connection with policies and decisions that affect their interests without fear of interference, coercion, discrimination or reprisal.
- Be informed of the laws, rules and policies affecting the provision of service, including the Client Bill of Rights and Responsibilities, and to be informed, in writing, of the procedures for initiating complaints.

The client is responsible for:

- Being available for services.
- Being involved in and to follow their care plan.
- Treating their Care Coordinator and Service Provider with courtesy and respect, free from discrimination and harassment.
- Asking questions regarding their care.
- Providing all of the necessary information to help with their care.
- Following all safety recommendations and to operate all equipment and materials safely and correctly.
- Following the suggestions given regarding activities of daily living.
- Calling their Client Care Coordinator to inform of any changes in their situation that could affect visit schedules or care goals.
- Ensuring that services and practices provided are held in a safe location.