



CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

As an ESS client, you, your family, substitute decision maker or caregiver(s) have rights and responsibilities.

Your Rights

- **To be treated in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal, and financial abuse.
- **To be treated in a manner that respects your privacy and dignity**, and that promotes your autonomy and participation in decision-making.
- **To be treated in a manner that recognizes your individuality**, that is sensitive to and responds to your needs and preferences, including those based on ethnic, spiritual, linguistic, familial, and cultural factors.
- **To receive services free from discrimination** as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- **To receive clear information about your services**, including the right to request access to your personal records, in a format that is accessible to you.
- **To give or refuse consent** to the provision of any service.
- **To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care/service plan.
- **To designate a person to be present with you during assessments**, and to participate in the development, evaluation, and revisions to your care/service plan.
- **To raise concerns, recommend changes, or appeal decisions** related to the services you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination, or reprisal.
- **To be informed of the laws, rules and policies** affecting the delivery of your services, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.
- **To have your personal information and service records kept confidential** and private in accordance with current legislation.

Your Responsibilities

- **To treat staff, other clients, and visitors with courtesy and respect**, free from discrimination and harassment.
- **To provide accurate and complete information** about yourself to help us plan and deliver your programs and services.
- **To be informed and involved in** the planning and delivery of your care and to ask questions to ensure a clear understanding.
- **To participate cooperatively in the mutually agreed upon care/service plan** to the best of your ability.
- **To inform ESS of any changes** that could affect your care goals and/or services.
- **To provide a safe working environment** for our staff and to report safety risks.