



## YRRC Client Bill of Rights

1. A client has the right to receive care by the YRRC care provider in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. A client has the right to be dealt with by the YRRC care provider in a manner that respects the client's dignity and privacy and that promotes the client's autonomy and participation in decision making.
3. A client will 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.
4. A client has the right to receive care free from discrimination on any ground of discrimination prohibited by the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.
5. A client that is first nations Metis or Inuk has the right to receive service in a culturally safe manner.
6. A client has the right to clear an accessible information about their care services.
7. A client has the right to participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
8. A client has a right to designate a person to be present with them during assessments.
9. A client has a right to designate a person to participate in the development, evaluation and revision of their care plan.
10. A client who receives more than one service from our organization has the right to receive assistance in coordinating their services from YRRC and will also liaise with other SPO's if involved to create a holistic approach to care.
11. A client has the right to give or refuse consent to the provision of any care services.
12. A client has the right to raise concerns or recommend changes in connection with the care service being provided to them and in connection with policies and decisions that affect their interests, to YRRC, HCCSS, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
13. A client who receives HCCSS care by YRRC has the right to be informed of the laws, rules and policies effecting the operation of YRRC care service, including the Client Bill of Rights and be informed in writing, of the procedures for initiating complaints about the provider.