

Patient Bill of Rights and Responsibilities

Bill of Rights

- 1 A patient has the right to be dealt with by the provider of the home and community care service in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse by the provider.
- 2 A patient has the right to be dealt with by the provider of the home and community care service in a manner that respects the patient's dignity and privacy and that promotes the patient's autonomy and participation in decision-making.
- 3 A patient has the right to be dealt with by the provider of the home and community care service in a manner that recognizes the patient's individuality and that is sensitive to and responds to the patient's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 4 A patient has the right to receive home and community care services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- 5 A patient who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.
- 6 A patient has the right to clear and accessible information about their home and community care services.
- 7 A patient 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 patient has the right to designate a person to be present with them during assessments.
- 9 A patient has the right to designate a person to participate in the development, evaluation and revision of their care plan.
- 10 A patient who receives more than one home and community care service has the right to receive assistance in coordinating their services from the health service provider or Ontario Health Team.
- 11 A patient has the right to give or refuse consent to the provision of any home and community care service.
- 12 A patient has the right to raise concerns or recommend changes in connection with the home and community care service provided to them and in connection with policies and decisions that affect their interests, to the provider of the home and community care service, the Agency and its employees, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- 13 A patient who receives a home and community care service has the right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.

If you have a concern or would like to share your feedback, please speak to your designated Care Coordinator or email chah@osmh.on.ca

Responsibilities

- Treat staff with courtesy and respect – without discrimination or harassment. This includes ensuring other household members and visitors to your home treat your health care professionals with respect.
- Never abuse your healthcare professionals. Abuse includes threats, yelling, hitting, or making sexual or humiliating remarks. Do not allow any household members to visitors to abuse your healthcare professionals.
- Participate in creating and carrying out your agreed up on care plan and work with your Care Coordinator by letting them know about any changes in your status, or if you have more care needs you need help managing.
- Do not smoke or vape tobacco or marijuana, or use alcohol when care providers are present, and avoid wearing (perfume/cologne) or burning (candles/incense) scented products.
- Ensure your home is free from hazards that may cause injury. This includes securing your pets unless you have a service animal permitted to accompany you.
- Keep walkways and stairs well-lit and cleared of ice and snow.
- Do not photograph or record video of staff during care. Photographing or videoing staff, or the recording of conversations, is not permitted without express consent.
- Be available for visits, and let your Care Coordinator know if you will not be available. Do not plan for guests or calls during your visit.

If you are unable to adhere to the roles and responsibilities listed above, or are unable to provide an environment which meets the needs regarding safety of our employees, we may terminate services.