

	Peel Cheshire Homes (Brampton) Inc.	OPERATIONAL POLICY # DC18
	Issued: March 10, 2017	Page 1 of 1
	Revised: May 20, 2025	Section: Direct Care Policies
	Signed: 	Subject: Rights of Person Served

Purpose

To ensure the rights of persons served are respected and communicated.

Policy

Information related to the rights of the persons served will be regularly and appropriately communicated to all clients (and family members and legal representatives if appropriate), staff and students. This information is included in the Service Agreement provided to individuals.

In accordance with the Home Care and Community Services Act 1994, Peel Cheshire Homes Brampton Inc. (the service provider) will ensure that the rights of persons receiving residential care will be fully respected and promoted.

Peel Cheshire Homes Brampton's Client Bill of Rights

Clients of Peel Cheshire Homes Brampton have the right:

1. to be free from physical, sexual, mental, emotional, verbal, and financial abuse from the agency
2. to be treated with dignity, respect, and privacy
3. to receive services that recognize a resident's individuality as well as are sensitive to and responds to resident's needs and preferences including ethnic, spiritual, linguistic, family, and cultural factors
4. to receive services free from discrimination on any grounds
5. for residents who are First Nations, Metis, or Inuk to receive Ontario Health atHome Services in a culturally safe manner
6. to receive clear and accessible information about their services
7. to participate in their assessment and development, reassessment, and revision of their care plan
8. to have a person with them during an assessment and to have another person to participate in the development, evaluation, and revision of their care plan
9. if receiving more than one Ontario Health atHome Service to receive assistance in coordinating services
10. to give or refuse consent to the provision of any service
11. to raise concerns or recommend changes in connection with the services provided to them to the Agency, government officials and/or any other person, without fear of interference, coercion, discrimination, or reprisal
12. to have the right to be informed of the laws, rules, and policies affecting the agency including the patient's bill of rights and informed of the procedure of making a complaint

Procedures

1. The *Direct Care Policies* and the *Client Bill of Rights* will be made available to all clients (and family members or representatives if appropriate) and will be reviewed with clients as required.
2. All employees and students are required to make a conscientious commitment to the *Client Bill of Rights*.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.