



MUSKOKA SENIORS

HELPING SENIORS LIVE AT HOME

www.MuskokaSeniors.org

Tel: 705.789.6676

Fax: 705.789.0969

2-76 King William Street
Huntsville, ON P1H 1E4

Client Bill of Rights

Muskoka Seniors Home Assistance shall insure that the following rights of persons receiving community services are fully respected and promoted:

- A person receiving a community service has the right to be dealt with by Muskoka Seniors Home Assistance in a courteous and respectful manner and to be free from mental, physical and financial abuse by Muskoka Seniors Home Assistance.
- A person receiving a community service has the right to be dealt with by Muskoka Seniors Home Assistance in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
- A person receiving a community service has the right to be dealt with by Muskoka Seniors Home Assistance in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- A person receiving a community service has the right to information about the services provided to him or her and to be told who will be providing the community services.
- A person applying for a service has the right to participate in Muskoka Seniors Home Assistance assessment of his or her requirements and a person who is determined under the Long Term Care Act to be eligible for a service has the right to participate in Muskoka Seniors Home Assistance development of the person's plan of service, Muskoka Seniors Home Assistance review of the person's requirements and Muskoka Seniors Home Assistance evaluation and revisions of the person's plan of service.
- A person has the right to give or refuse consent to the provision of any service.
- A person receiving a service has the right to raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to Muskoka Seniors Home Assistance, government officials, or any other person, without fear of interference, coercion, discrimination or reprisal.
- A person receiving a community service has the right to be informed of the laws, rules and policies affecting the operation of Muskoka Seniors Home Assistance and to be informed in writing of the procedures for initiating complaints about Muskoka Seniors Home Assistance.
- A person receiving a community service has the right to have his or her records kept confidential in accordance with the law.