

## Statement of Client Rights

Bayshore HealthCare is committed to providing competent staff who have the appropriate health care skills and expertise to meet your needs. As a client of Bayshore HealthCare you have a number of specific rights and responsibilities. These rights are consistent with provincial and federal health care legislation. It is important that you fully understand these rights and responsibilities, as these will form the basis of our Service Agreement. Should any of these be unclear, please call your local Bayshore HealthCare office.

All Bayshore HealthCare clients and/or their representatives have the right:

1. To have access to and to receive care and service provided in a non-discriminatory manner that also respects and accommodates all individuals' independence, dignity, integration and equality of opportunity, regardless of ability or disability.
2. To be fully informed of their rights and responsibilities before the initiation of care or service.
3. To receive the appropriate care from a provider who respects and considers individual needs, and promotes a client and family centered approach to care and service.
4. To be recognized as the leader of your care and to acknowledge the partnership and role of your family to the degree you desire.
5. To receive care and treatment in consideration of your safety and well being from trained staff who are fully qualified and experienced to provide the care required.
6. To receive continuity of care and a reasonable consistency in caregivers.
7. To receive a timely response to a request for service.
8. To privacy and confidentiality of personal information. Bayshore HealthCare collects, uses, discloses, retains and destroys personal information as appropriate in the course of providing health care services and in keeping with sound information management practices and privacy legislation. To make a complaint, comment, question, inquiry or compliment about Bayshore HealthCare's information practices. Please contact your local Bayshore HealthCare office to exercise this right. Any privacy concerns that cannot be addressed by local office staff will be escalated to Bayshore HealthCare's Privacy Officer. (privacyofficer@bayshore.ca)
9. To obtain access to or request correction to their personal information. Requests are to be submitted to Bayshore HealthCare in writing. Assistance will be provided if needed. A reasonable fee may be charged for providing access, depending on the nature of the request. At the time of a request, additional personal information may be required to validate the identity and authority of the individual making the access request. This additional information will only be used for this purpose. Bayshore HealthCare endeavors to respond to all requests for access to personal information within 30 days. Some requests for access to information may be subject to limitations or refusal. You will be notified of the reasons for refusal, including recourses available to you if this is the case.
10. To exercise choice when selecting a service provider.
11. To receive all necessary pertinent information in order to provide informed consent before the initiation of any treatment or procedure.
12. To refuse any treatment, as defined in provincial and federal legislation, and to be informed of the potential consequences of any such refusal.
13. To be provided with reasonable notice of any impending or anticipated change in care such as termination of any or all aspects of care, any significant change in the care program, or the transfer to another care provider.
14. To identify problems, suggest changes, complain, question or compliment Bayshore services or generally discuss care without fear of discrimination.
15. To be fully informed, with reasonable notice, of any relevant changes in Bayshore HealthCare's policies, procedures or billing rates.
16. To receive accurate, honest and clear information on any aspect of Bayshore HealthCare's services.
17. To obtain a referral to an alternate service provider, without prejudice, if services are terminated or denied due to an inability to provide payment for service.
18. To appeal any decisions to withdraw or modify service, in accordance with our complaints procedure.
19. To ensure our caregivers are allowed to work in a respectful environment, free from violence, harassment, bullying and discrimination.
20. You have the right to opt out of receiving commercial electronic messages from Bayshore regarding free services, promotions, new service offerings, health promotion material and/or general Bayshore communications at any time by notifying your local Bayshore office.

## Client Role and Responsibilities

It is the responsibility of every Bayshore HealthCare client and/or their representative:

1. To provide upon request, a complete medical history as well as all other relevant personal, medical and social information necessary for a thorough understanding of all aspects of the client's health and medical condition and, as necessary, to sign a consent form for release of information.
2. To ask questions and have all of them answered, and to fully understand the required documents before signing.
3. To actively participate in the development, implementation and review of the service and/or care plan in order to achieve an optimum outcome.
4. To adhere to the current service or care plan as a condition of service.
5. To be present and accessible for service at the time and place agreed upon, and to notify Bayshore HealthCare immediately if a change in service time is required.
6. To contact their local Bayshore HealthCare office regarding any questions, concerns or complaints they have about the services being provided, as well as to request contact information for Bayshore Management should they wish to appeal the actions of the office. Clients and/or their representatives can request a response to their complaints and concerns verbally or in writing within a mutually agreed upon time frame. Specific employee disciplinary actions taken as a result of a complaint will not be disclosed.
7. To know how to access appropriate medical care in emergency situations or when Bayshore HealthCare's services are not available.
8. To contact the Bayshore HealthCare office in a timely manner in order to:
  - Report medical emergencies.
  - Report admission to a hospital or other health care facility.
  - Ask questions that may arise regarding care or service.
  - Report any problems or concerns about Bayshore HealthCare's caregivers or services.
  - Change the time, day or schedule of Bayshore HealthCare's service.
- Discontinue or modify service.
9. To participate in all required educational sessions and, prior to discharge, to satisfactorily demonstrate the ability to independently manage any care routines and/or procedures.
10. To actively participate in the provision and maintenance of a safe and clean care (residential) environment. This includes providing a smoke-free environment while the Bayshore HealthCare caregiver is in the home arranging for and/or providing care.
11. To provide any Bayshore HealthCare live-in caregiver with proper sleeping facilities and meals, as well as time-off for meals and breaks, sleeping and other activities, in accordance with legislated requirements.
12. To identify where indicated, who is responsible for ordering supplies, meals and other essentials, and assuring their timely delivery.
13. To provide all relevant information necessary for the timely reimbursement of medical care expenses as well as relevant insurance documentation for the verification of benefit coverage.
14. To be responsible for the safeguarding of your personal information i.e. ensuring that the in-home file is only accessed by individuals you deem appropriate, to communicate to Bayshore staff in a secure manner. Note: Communicating with Bayshore via email or texting is done at your own risk as information transmitted by the internet is not secure. Communication of sensitive information to Bayshore should be done through a more secure means, such as by telephone or registered mail.
15. To identify any need for financial assistance or third party funding prior to initiating service with Bayshore HealthCare.
16. To pay invoices on time for agreed upon Bayshore HealthCare services and pay a 1 1/2% per month charge for late payments.
17. To generally adhere to all reasonable rules and conditions set by Bayshore HealthCare as a condition of service.
18. To understand that Bayshore HealthCare reserves the right to modify or suspend service on violation of any of the above conditions.