

# CLIENT BILL of RIGHTS

- You will be treated in a courteous and respectful manner, free from physical, sexual, mental, emotional, verbal, and financial abuse by Community Care Peterborough employees, volunteers, and brokered helpers.
- You will be served in a manner that respects your dignity and privacy and promotes your autonomy and participation in decision-making.
- You will be served in a manner that is sensitive to and responds to your unique needs and preferences, including those based on ethnic, spiritual, linguistic, familial, and cultural factors.
- You will receive service free from discrimination on any grounds of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- If you are First Nations, Métis, or Inuk you will receive services in a culturally safe manner.
- You will receive clear and accessible information about your services.
- You will be invited to participate in the assessment of your needs, development of your Service Plan, reassessment of your needs, and revision of your Service Plan.
- You may designate a person to be present with you during intake and assessments, as well as to participate in the development, evaluation, and revision of your Service Plan.
- If you receive more than one service from Community Care Peterborough, we will assist in coordinating these services.
- You may give or refuse consent to receive service.
- You can raise concerns or recommend changes without fear of interference, coercion, discrimination, or reprisal.
- You may ask for more information about the laws, rules, and policies affecting the operation of Community Care Peterborough, including the Client Bill of Rights.
- You can contact any of our offices to initiate complaints, make appeals, and provide feedback about service. You may also submit a complaint in writing by letter, email, or by completing the *Feedback Form* on our website or the *Client Feedback, Complaints, and Appeals* brochure.
- Your information will be kept confidential in accordance with privacy legislation.