**Vibrant** HEALTHCARE ALLIANCE

| Manual:  Policy & Procedure | Section: Client Services |
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| Subject:  Client Bill of Rights Policy | Date Approved: March 2019 |
| Approved by:  Board of Directors | Date Reviewed: February 2019 |
| Applicability: Board of Directors, staff, students and volunteers | |

**Policy Statement:**

Clients of Vibrant Healthcare Alliance have identifiable rights that align with organizational policies and are in keeping with all current laws and legislation relevant to privacy and human rights. The Client Bill of Rights embraces the mission, vision and values of Vibrant Healthcare Alliance and reflects our commitment to our clients.

Vibrant Healthcare Alliance shall ensure that the rights of clients receiving supportive housing services are fully respected and promoted in accordance with the *Home Care and Community Services Act,* 1994 and outlined within the client service agreement.

**Procedure:**

The Client Bill of Rights is documented and posted throughout the organization and made available to clients as part of the intake process.

**The Client Bill of Rights:**

*As a client Vibrant Healthcare Alliance I have a right to:*

- Be treated with dignity and respect, without discrimination;

- Expect that my personal privacy will be respected and confidentiality protected to the greatest extent permitted by law;

- Exercise individual choice and self-determination in alignment with the Independent Living Philosophy;

- Have my needs and concerns heard and understood;

- Be aware of my options and make my own decisions regarding my care;

- Access the information contained in my records in accordance with legislation;

- Have my questions answered comprehensively in a way that I understand;

- Consent to or decline service or treatment, and to be informed of the consequences of giving or refusing consent;

- A safe and secure service environment;

- Be aware of the procedures for initiating a complaint;

- Reasonable accommodation in accordance with legislation; and

- Always be appropriately and actively involved in my client centred care process.