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Client/Resident/Family Bill of Rights

Chatham-Kent Hospice is firmly committed to the delivery of excellent care and services in our community. We firmly believe that it is important that we ensure clients, residents, and families know, understand, and are able to exercise their rights and responsibilities as they relate to the services and programs provided by Hospice.

Client/Resident/Family Bill of Rights

As a client, resident, and family of Chatham-Kent Hospice you have the right to:

- be treated in a way that respects your needs and preferences regardless of age, ethnic, spiritual, language, or cultural values/background
- privacy and dignity regarding your personal needs
- have all the information that is needed to make informed decisions
- have information about care and services provided in a language you can understand and in terms you can understand
- have access to an SDM in the event you are unable to make decisions for yourself
- be a partner in the development of your care plan
- know the identity and profession of those responsible for your care and services
- know that we will keep information about you and the care received confidential in accordance with Ontario, Health Care Consent Act (1996)
- Express your concerns, written or verbally, and to receive a response without fear of services being compromised
- be safeguarded from harm, either physical, emotional or financial
- expect accommodations in accordance with accessibility requirements
- be informed of any costs associated with your care

Client/Resident/Family Responsibilities

- provide accurate information regarding your care
- be considerate and respectful to all those responsible for providing or participating in your care and services
- be responsible for all personal property and valuables
- be respectful of the rights and the property of other clients, residents, families/visitors, and staff of the Hospice
- participate in care planning