

## **Consumer Bill of Rights**

The home care Bill of Rights is set out in Part III of an Ontario law called the *Home Care and Community Services Act, 1994*.

*s. 3(1) A service provider shall ensure that the following rights of persons receiving community services from the service provider are fully respected and promoted:*

*1. A person receiving a community service has the right to be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider.*

*2. A person receiving a community service has the right to be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.*

*3. A person receiving a community service has the right to be dealt with by the service provider 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.*

*4. A person receiving a community service has the right to information about the community services provided to him or her and to be told who will be providing the community services.*

*5. A person applying for a community service has the right to participate in the service provider's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the service provider's development of the person's plan of service, the service provider's review of the person's requirements and the service provider's evaluation and revision of the person's plan of service.*

*6. A person has the right to give or refuse consent to the provision of any community service.*

*7. A person receiving a community 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 the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.*

*8. A person receiving a community service has the right to be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.*

*9. A person receiving a community service has the right to have his or her records kept confidential in accordance with the law.*