

VHA Home HealthCare

General Policies and Procedures

Policy Name: Client Rights and Responsibilities
Policy # B.60.0
Authorized By: Senior Management Group

Policy

VHA Home HealthCare (VHA) is committed to providing our clients with care and services that conform to the Client Bill of Rights.

Clients are to be informed of their rights in writing. This includes being informed of laws, rules and policies affecting the delivery of service, including these Client Rights and Responsibilities.

Client Bill of Rights

- Clients have the right to expect quality service in a manner that respects the client's dignity, individuality, privacy, chosen family and promotes the client's autonomy and participation in decision making.
- Clients have the right to expect that their medical and personal information remain confidential, and to have knowledge about how their information is collected, used and disclosed.
- Clients have the right to participate in the planning and implementation of their own care/service plans. Clients have the right to have a friend, member of their chosen family, or other designated person present during service or at any meeting with VHA or the VHA provider to participate in the development, evaluation and revisions to the care plan..
- Clients have the right to participate in the assessment and reassessment of their needs, as well as the development and revision of their care plan and evaluate their services on a regular basis including raising concerns or recommending changes.
- Clients have the right to expect that all persons involved in their provision of care receive on-going training to update and refine their skills
- Clients have the right to expect that their individuality, ethnic, spiritual, linguistic, gender identity and expression, sexual orientation, family status, political affiliation, cultural beliefs and customs or any other personal characteristics will be

respected and honored and that care is provided in a culturally safe manner that responds to their needs and preferences.

- Clients have the right to be treated with courtesy and have their lifestyle choices and preferences, including ethnic, spiritual, linguistic, familial and cultural factors, respected.
- Clients have the right to expect fair, equitable and quality care/service that is safe and free from discrimination from trained staff and service providers. Clients have the right to complain about any part of their care or service and are guaranteed that each complaint will be fully investigated and acted upon in a timely manner without discrimination, coercion, reprisal or interference.
- Clients must be informed of VHA's complaint procedure and how to access the procedure.
- Clients have the right to be fully informed about the types of services they can expect to receive in a format that is accessible to them.
- Clients are made aware of any persons and affiliate agencies providing care and their function.
- Clients have the right to give or refuse consent to the provision of any service.
- Clients have the right to be served in a manner that is free from physical, sexual, mental, emotional, verbal and financial abuse.
- Clients have a right to be informed of any situations that may involve possible costs (e.g. equipment purchase).

Client Responsibilities

- Clients will treat all VHA staff, service providers and volunteers with respect and courtesy and without prejudice or discrimination. Clients will be respectful of the culture and lifestyle choices of staff, service providers and volunteers.
- Clients are to be available for the scheduled visit time.
- Clients are to give consent before receiving service.
- Clients are to give their VHA service provider information that would help with providing care and advise VHA of any changes in their condition.

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- Clients are to provide VHA with at least 24 hours notice if the visit needs to be rescheduled or cancelled.
- Clients will ensure a safe working environment for VHA staff, service providers and volunteers.
- Clients will participate and cooperate in the development and implementation of their care/service plan.
- Clients are responsible for providing supplies as discussed/determined during the assessment, and for payment for service where applicable.
- Clients are to follow VHA’s complaint process if lodging a complaint.

Procedures

Upon the initial assessment visit, Care Team Supervisors or their delegates, nurses, and rehab service providers will provide clients with a copy of VHA’s Welcome Brochure, which includes the Client Rights and Responsibilities, and will review the relevant brochure contents with the client, including the complaint process, and answer any questions that the client may have about their rights and responsibilities.

Resources

Policies

- [Valuing Diversity Equity and Inclusion](#)
- [Consents – Privacy, Service and Other](#)
- [Client Complaint Process](#)
- [Client Incidents Reporting](#)
- [Client Abuse and/or Child Maltreatment](#)
- [Allegation of Theft](#)

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