



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 its 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 Bill of Rights and Responsibilities.

Client Bill of Rights

- Clients have the right to expect quality service in a manner that respects the client's dignity, privacy, 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, and evaluate their services on a regular basis including raising concerns or recommending changes.

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- 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 all aspects of their individuality, will be respected and honored. This includes their ethnic, spiritual, linguistic, gender identity and expression, sexual orientation, family status, political affiliation, cultural beliefs and customs, lifestyle choices or any other personal characteristics. Clients have the right to receive fair, equitable and safe care that is free from discrimination and provided in a courteous and culturally safe manner that responds to their needs, lifestyle choices and preferences.
- 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 shall be notified of VHA's complaint procedure and how to access the procedure upon the commencement of service.
- 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 have the right to be made aware of any persons and affiliate agencies of VHA that are involved in 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 the right to be informed of any situations or services 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 VHA staff, service providers and volunteers.
- Clients are to be available during the scheduled visit time.

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- Clients are to give their consent or advice that consent is to be withdrawn before receiving service.
- Clients are to give their VHA service provider information that would help with their provision of care and advise VHA of any changes in their condition.
- Clients will recognize that VHA staff and service providers are only able to provide service in accordance with the documented care/service plan. Clients will not pressure VHA staff or service providers to deliver care beyond that which is included in the care/service plan. If client needs change, the care plan will be re-assessed in accordance with the Client's rights.
- Clients are to provide VHA with at least 24 hours' notice if the scheduled visit needs to be rescheduled or cancelled.
- Clients shall provide a safe working environment for VHA staff, service providers and volunteers.
- Clients shall participate and cooperate in the development and implementation of their care/service plan.
- Clients are responsible for providing necessary supplies as discussed/determined during the assessment, and for payment of service or supplies, 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 a summary of 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.

The full listing of the Client Bill of Rights and Responsibilities is also always available on the VHA website under the section titled "For Clients".

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Resources

Policies

[Valuing Diversity Equity and Inclusion in the Provision of Service](#)

[Consents – Privacy, Service and Other Client Complaint Management](#)

[Client Safety Incident Management](#)

[Recognizing and Reporting Client Abuse and/or Child Maltreatment](#)

[Personal Information Privacy](#)

[Code of Ethical Conduct](#)

[Person and Family Centred Care](#)

[Anti Oppression and Anti Discrimination](#)

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