

The Rights of Persons Served

All individuals served by Bethell Hospice have the right to:

- be treated with dignity and respect
- receive care that respects their cultural, psychosocial, spiritual, and personal values, beliefs and preferences
- be treated fairly
- considerate and respectful care that recognize their values and beliefs and are not discriminated against on the basis of gender, race, religion, spiritual belief, sexual preference, national origin, (dis)ability, diagnosis, socioeconomic status
- respect diversity in all persons and the value of all persons
- confidentiality of all clinical records, communication, and personal information compiled by Bethell Hospice in the process of assessment and provision of care. This information may be shared with the care team in order to create, implement and review the care plan
- confidential treatment of all communications and records pertaining to care and involvement with Bethell Hospice and have the information shared with others only after have given consent to release of information, unless required by law
- access information contained in records compiled by Bethell Hospice in a reasonable time-frame; these may be reviewed with an employee from Bethell Hospice; the records remain the property of Bethell Hospice
- have personal privacy respected
- have unrestricted visitors and communication
- be fully informed about Bethell Hospice and the care it provides prior to consenting to services
- receive information about health status, diagnosis, prognosis, course of treatment if desired
- make decisions regarding medical care with as much information as needed to make an informed choice for treatment, or to refuse treatment
- choose, while capable, a power of attorney (POA) for personal care to consent to treatments if no longer capable to make informed decision and understand the consequences of not having a POA who would then make these decisions under the Health Care and Consent Act
- informed consent or refusal or expression of choice regarding:
 - service delivery
 - composition of the service delivery team
 - Involvement in research projects if applicable
- express wishes regarding future care and treatment while still capable to be used by the POA/SDM to guide them in giving consent to treatments when the client is no longer capable. These wishes may be verbal, in writing or in another form of communication
- appeal care decision to the Capacity and Consent Review Board if deemed incapable in respect of a particular treatment decision
- right to refuse to participate in any research project without fear that a decision not to participate will adversely affect the care that individual receives

- strict adherence to research guidelines and ethics when persons served are involved in research, if applicable
- receive care in a safe setting, free from physical, mental, sexual, or verbal abuse
- be free from financial or other exploitation, harassment, humiliation, neglect or retaliation
- be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by employees
- be informed about the risks of a choice and understand the possible consequences of that choice
- self-determination
- discuss what to do in the case of an emergency
- to express concerns or complaints or request changes in care without fear of discrimination or reprisal for having done so
- have access to appropriate services
- effective communication and to participate in the development and implementation of an individualized care plan based on the client's wishes and preferences
- be involved in all levels of service planning and selecting goals and objectives of their care plan
- know who the care team providers are and what their roles will be in care and express preference in choice of service provider
- have care directed toward an optimal quality of life
- be free from pain and other symptoms
- appropriate assessment and management of pain and other symptoms
- refuse services which does not preclude being able to access services in the future
- expect all care providers are trained and competent in their roles, are licensed and credentialed and remain up-to-date in their field
- express concerns or complaints about the provided care with the assurance that the quality of care will not be compromised and the client has the right to expect a reasonable and timely response to all concerns
- file a complaint or appeal a decision of Bethell Hospice and their employees/volunteers without retaliation.

Responses and resolutions to complaints filed shall be completed in a timely fashion.

- receive written or verbal (if necessary) notification regarding actions to be taken to address the complaint
- the investigation and resolution of alleged infringement of rights
- exercise these rights without regard to gender, socio-economic status, educational background, race, color, religion, spiritual beliefs, ancestry, language, national origin, sexual orientation, marital status, source of payment for care
- file a grievance if the client is not satisfied with the provided care, feel that client's rights violated, or have been discriminated against
- access or referral to:

- information on legal services (ie. Legal aid)
- appropriate advocacy supports
- appropriate self-help support services
- Ontario Human Rights Commission
- Human Rights Tribunal Of Ontario
- Human Rights Legal Support Centre
- Consent and Capacity Review Board