

CLIENT & STAFF BILL OF RIGHTS

Client

You have the right to:

- Competent, high quality care – you may not always receive care from the same staff member
- Bilingual (English/French) service
- Participate in your care and ask questions
- Be treated with respect and dignity
- Understand the service we offer and be able to say yes or no
- Privacy and confidentiality of your medical information
- Voice your concerns, complaints and compliments to Carefor Management

You have the responsibility to:

- Treat staff with courtesy and respect regardless of gender, race, colour or religion
- Notify us 24 hours in advance if you are not available for your home visit or clinic appointment (#613-749-7557), otherwise you may be billed for the missed visit/appointment
- Keep your chart in a safe place and return it to Carefor when services have ended
- Work with us to meet the goals we have established together

Clients who do not fulfill their responsibilities may have their services suspended. If your services are suspended, you may ask for a review by the Director, Client Services.

Staff

Staff have the right to:

- A non-violent workplace according to Bill 168; free of profanity, verbal or physical abuse
- A work environment free of harassment and discrimination
- A safe and secure working environment, free of smoke, pets and scents
- Be treated with respect and courtesy
- Contact you to complete a client satisfaction survey – if you do not wish to be contacted inform the office: 613-749-7557 or email: info@carefor.ca

Staff have the responsibility to:

- Adhere to Carefor policies and procedures including the wearing of shoes in client homes
- Adhere to professional College standards
- Access and read the chart and to document the care provided
- Communicate with other members of the health care team as required
- Respect client's belongings and cultural values and beliefs

The logo for Carefor, featuring the word "Carefor" in a dark red, serif font. The letter "f" is stylized with a long, sweeping tail that extends downwards and to the right.