



Client Bill of Rights

The intent of this Bill is to assert and promote the dignity and worth of all who use the services of Carefirst. The Bill expresses the truth that clients are first and foremost individuals, with the same rights as every Canadian. It is a living document that grows and changes as it helps to create the organization and service culture of mutual respect. Policies at Carefirst should be consistent with this Bill. Note that the rights outlined in this Bill may be restricted by law or by order of a court or Review Board, or, they may be restricted reasonably to ensure the protection of the rights and safety of the individual and/or others. The restriction of some rights leaves other rights intact.

Clients have

1. **Right to be treated with respect:** These include respect, culture, color, gender, privacy, experience, etc.
2. **Right to be free from harm:** These include safe environment, free from any form of abuse, discrimination, harassment, etc.
3. **Right to dignity and independence:** These include private communication, intervention, confidentiality of records, complaints and appeals, all freedoms in accordance with the law, etc.
4. **Right to quality services that comply with standards:** These include identify own needs, access to services, choice of services, to care, quality of life, etc.
5. **Right to effective communication:** These include communicate openly, honestly, freely and effectively, right to understand condition and treatment options, etc.
6. **Right to be fully informed:** These include understand this Bill, answers to questions related to Carefirst and its policies/services, the care options/providers/resources, etc.
7. **Right to make informed choice and give informed consent in receipt of any services/care:** These include understand and participation in care plan and options, accept or decline, etc.
8. **Right in respect of research and training:** Accept or decline involvement in research/data collection by Carefirst and its partners, advised when student/trainee is present, etc.
9. **Right to complain:** Right to know/how to access the complaint procedure, make suggestions, complain without retribution (and to whom), complaint acknowledged, be advised of any relevant follow-up actions, and documented, all done in a timely manner, etc.