

AC Nursing and Health Services Inc. Policies and Procedures	
Service Delivery	
Policy: Client Bill of Rights	
Policy Number: SD – 3.00	Effective Date: January 2022
Revision Date:	Approved by: Board of Directors – Management

Policy

AC Nursing and Health Services Inc. is committed to providing our clients with care and services that conform to the Client Bill of Rights.

Client Bill of Rights:

- Clients are to be informed of their rights in writing.
- Clients have the right to expect courteous and helpful service in a manner that respects the client's dignity, individuality, privacy and promotes the client's autonomy.
- Clients have the right to expect that their medical and personal information remains confidential.
- Clients have the right to participate in the planning and implementation of their own care plans.
- Clients have the right to expect that their ethnic, spiritual, linguistic, and cultural beliefs and customs will be respected and honored.
- Clients have the right to expect quality care from trained health care professionals (and non-professionals) that is both safe and supervised.
- 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 reprisal or interference.
- Clients must be informed of AC Nursing and Health Services Inc. 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
- Clients are made aware of any persons and affiliate agencies providing care and their function.

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- Clients have the right to give or refuse consent to the provision of any service, caregiver or program of care.
- Clients have the right to be served in a manner that is free from physical, mental and financial abuse.

Client Responsibilities:

- Clients are to be available for the scheduled visit time.
- Clients are to provide AC Nursing and Health Services Inc. with at least 24 hours’ notice if the visit needs to be rescheduled or cancelled.
- Clients will treat AC Nursing and Health Services Inc. staff, independent contractors and volunteers with respect and courtesy and without prejudice or discrimination.
- Clients will ensure a safe working environment for AC Nursing staff, independent contractors and volunteers.
- Clients will participate and cooperate in the development and implementation of their care plan.
- Clients are responsible for providing supplies as discussed/determined during the assessment, and for payment for service where applicable.

AC Nursing and Health Services Inc. supervisors, managers, educators and customer service staff will communicate with the client as needed around issues related to these rights and responsibilities.

Procedures

Service supervisors, field educators, nurses, and independent contractor service providers will provide clients with a copy of AC Nursing and Health Services Inc. Client Rights and Responsibilities and will review the brochure contents with the client, answering all questions that the client may have about their rights and responsibilities.

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