

CLIENT BILL OF RIGHTS



IN KEEPING WITH THE BILL OF RIGHTS UNDER THE HOME CARE AND COMMUNITY SERVICES ACT (1994) FOR PEOPLE WHO ACCESS COMMUNITY SERVICES, MCCORMICK CARE GROUP SHALL ENSURE THAT THE FOLLOWING RIGHTS OF CLIENT'S RECEIVING SERVICES AT THE MCCORMICK DEMENTIA SERVICES ADULT DAY PROGRAM WILL BE FULLY RESPECTED AND PROMOTED.



- 1. EVERY CLIENT WILL HAVE THE RIGHT TO BE TREATED IN A COURTEOUS AND RESPECTFUL MANNER AND WILL BE FREE FROM MENTAL, PHYSICAL AND FINANCIAL ABUSE BY THE SERVICE PROVIDER.**
- 2. EVERY CLIENT WILL HAVE THE RIGHT TO BE TREATED IN A MANNER THAT RESPECTS THE PERSON'S DIGNITY AND PRIVACY AND PROMOTES HIS/HER AUTONOMY.**
- 3. EVERY CLIENT WILL HAVE THE RIGHT TO BE TREATED IN A MANNER THAT RECOGNIZES THE PERSON'S INDIVIDUALITY AND THAT IS SENSITIVE TO AND RESPONDS TO THE PERSON'S NEEDS AND PREFERENCES, INCLUDING PREFERENCES BASED ON ETHNIC, SPIRITUAL, LINGUISTIC, FAMILIAL AND CULTURAL FACTORS.**
- 4. EVERY CLIENT WILL HAVE THE RIGHT TO BE INFORMED ABOUT THE COMMUNITY SERVICES PROVIDED TO HIM/HER AND WILL BE TOLD WHO WILL BE PROVIDING THE COMMUNITY SERVICES.**
- 5. EVERY CLIENT WILL HAVE THE RIGHT TO PARTICIPATE IN THE SERVICE PROVIDER'S ASSESSMENT OF HIS/HER REQUIREMENTS AND A PERSON WHO IS DETERMINED UNDER THIS ACT TO BE ELIGIBLE FOR A COMMUNITY SERVICES HAS THE RIGHT TO PARTICIPATE IN THE SERVICE PROVIDER'S DEVELOPMENT OF THE PERSON'S PLAN OF SERVICE, THE SERVICE PROVIDER'S REVIEW OF THE PERSON'S REQUIREMENTS AND THE SERVICE PROVIDER'S EVALUATION AND REVISION TO THE PERSON'S PLAN OF SERVICE.**
- 6. EVERY CLIENT WILL HAVE THE RIGHT TO GIVE OR REFUSE CONSENT TO THE PROVISION OF ANY COMMUNITY SERVICE.**
- 7. EVERY CLIENT WILL HAVE THE RIGHT RAISE CONCERNS OR RECOMMEND CHANGES IN CONNECTION WITH THE COMMUNITY SERVICE PROVIDED TO HIM/HER AND IN CONNECTION WITH POLICIES AND DECISION THAT AFFECT HIS/HER INTERESTS, TO THE SERVICE PROVIDER, GOVERNMENT OFFICIALS OR ANY OTHER PERSON, WITHOUT FEAR OF INTERFERENCE, COERCION, DISCRIMINATION OR REPRISAL.**
- 8. EVERY CLIENT WILL HAVE THE RIGHT TO BE INFORMED OF THE LAWS, RULES AND POLICIES AFFECTING THE OPERATION OF THE SERVICE PROVIDER AND TO BE INFORMED IN WRITING OF THE PROCEDURES FOR INITIATING COMPLAINTS ABOUT THE SERVICE PROVIDER.**
- 9. EVERY CLIENT WILL HAVE THE RIGHT TO HAVE HIS/HER RECORDS KEPT CONFIDENTIAL IN ACCORDANCE WITH THE LAW.**



**McCormick
Dementia
Services**

Advancing community
outreach and support