



S.E.N.A.C.A. Seniors Day Program Halton Inc.

Client Bill of Rights

1. Every client is unique and has the right to be treated with courtesy, consideration, respect and recognition of client's dignity, and individuality.
2. Every client is to be informed of his/her rights and to receive a copy of "Client Bill of Rights".
3. Every client has the right to be informed of services available in the adult day program, and the names and professional status of personnel providing services.
4. Every client has the right to be informed about activities, hours of operation and treatment.
5. Every client has the right to participate in the planning of the participant's care.
6. Every client has the right to communicate with other participants in the program.
7. Every client has the right to conduct private telephone conversations.
8. Every client has the right to be in a safe environment maximizing their level of functioning.
9. Every client has the right to be in the least restrictive environment to maximize independence.
10. Every client has the right to an appropriate assessment of need to determine the level of care.
11. Every client has the right to dignity and respect for privacy in terms of personal medical condition and treatment, and the right to keep medical records confidential.
12. Every client has the right to privacy and dignity of the client's body during toileting, bathing and other activities of personal hygiene.
13. Every client has the right to be free from mental and physical abuse or neglect, exploitation, chemical and physical restraints.
14. Every client has the right to not perform work for the adult day program unless the work is part of the care plan and performed voluntarily.
15. Every client has the right of all legal, constitutional, civil, and religious liberties, including the right to independent personal decisions.
16. Every client has the right to not be discriminated against because of race, culture, country of origin, age, sexual orientation, and religion.
17. Every client has the right to complain about care or treatment without fear of recrimination.
18. Every client has the right to give consent or refuse medication and/or treatment.
19. Every client has the right to be informed of the procedures for initializing complaints about the service provided.