

BILL OF RIGHTS FOR RESIDENTS

All adult residents in residential care facilities have the following rights:

Commitment to care

A resident has the right to a care plan developed:

- Specifically for him or her, and
- On the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

Rights to health, safety and dignity

A resident has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:

- To be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity.
- To be protected from abuse and neglect.
- To have his or her lifestyles and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests.
- To have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces.
- To receive visitors and to communicate with visitors in private.
- To keep and display personal possessions, pictures and furnishings in his or her bedroom.

Rights to participation and freedom of expression

A resident has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:

- To participate in the development and implementation of his or her care plan.
- To establish and participate in a resident or family council to represent the interests of residents.
- To have his or her family or representative participate on a resident or family council on their own behalf.
- To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility.

- To be informed as to how to make a complaint to an authority outside the facility.
- To have his or her family or representative exercise the rights under this section on the resident's behalf.

Rights to transparency and accountability

A resident has the right to transparency and accountability, including a right to all of the following:

- To have ready access to copies of all laws, rules and/or policies affecting a service provided to the resident.
- To have ready access to a copy of the most recent routine inspection record made under the Community Care and Assisted Living Act, the Hospital Act, or any other applicable act.
- To be informed in advance of all charges, fees, and payments that the resident must pay for accommodation and services received through the facility.
- If any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made.
- To have his or her family or representative informed of the matters described in this section.