
CLIENT BILL OF RIGHTS

At Clear Health Solutions, we are committed to providing exceptional care while upholding the highest standards of respect, dignity, and ethical practice. This Client Bill of Rights outlines your fundamental rights as our client and our corresponding responsibilities to you.

Your Right to Respectful Treatment

You have the right to:

- Be treated with dignity, respect, and compassion
 - Receive care free from discrimination based on age, race, ethnicity, religion, gender, sexual orientation, disability, or socioeconomic status
 - Have your cultural, spiritual, and personal values respected and incorporated into your care plan
 - Be addressed in the manner you prefer and have your pronouns respected
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Your Right to Quality Care

You have the right to:

- Receive services that meet professional standards and are delivered by qualified, competent staff
- Access evidence-based interventions and treatments appropriate to your needs
- Receive care that is coordinated, timely, and responsive to your individual circumstances
- Have your treatment plan or service plan regularly reviewed and updated based on your progress and changing needs
- Request a second opinion or alternative treatment options when appropriate

Your Right to Information and Communication

You have the right to:

- Receive clear, understandable information about your services, treatment options, and care plan
 - Be informed about the qualifications and roles of staff providing your care
 - Ask questions about your treatment and receive honest, comprehensive answers
 - Access your personal health information and service records in accordance with applicable privacy legislation
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Your Right to Participate in Your Care

You have the right to:

- Be actively involved in developing and modifying your treatment plan or care plan
 - Participate in goal-setting and treatment decisions that affect you
 - Have your family members or chosen support persons involved in your care (with your consent)
 - Express your preferences, concerns, and feedback about your services
 - Refuse or discontinue treatment (subject to legal and safety considerations)
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Your Right to Privacy and Confidentiality

You have the right to:

- Have your personal health information protected in accordance with federal and provincial privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial health information acts
- Understand how your personal information is collected, used, and disclosed
- Request corrections to your personal health information when appropriate
- Privacy during service delivery and confidentiality of all communications
- Choose who may be present during your care (subject to safety and clinical requirements)

Your Right to Safety and Security

You have the right to:

- Receive care in a safe, secure environment free from abuse, neglect, or exploitation
- Be protected from physical, emotional, sexual, or financial harm
- Report safety concerns without fear of retaliation
- Have emergency procedures clearly explained and readily available
- Receive care from staff who have undergone appropriate background checks and screening

Your Right to Advocacy and Voice

You have the right to:

- Express complaints or concerns about your care without fear of discrimination or retaliation
- Have your complaints investigated promptly and fairly
- Access independent advocacy services when needed
- Appeal decisions that affect your services
- Be informed of external oversight bodies and regulatory agencies relevant to your care

Your Right to Continuity and Coordination

You have the right to:

- Receive coordinated care across all service providers and settings
- Have smooth transitions between different levels or types of care
- Receive appropriate discharge planning and follow-up services
- Maintain relationships with your care providers when clinically appropriate
- Access services in the most appropriate and least restrictive environment possible

Your Right to Fair Treatment

You have the right to:

- Receive services regardless of your ability to pay (subject to program eligibility)
- Be informed of all costs and fees associated with your services
- Understand your financial responsibilities and available funding options
- Appeal financial decisions that affect your access to services
- Receive services without coercion or undue pressure

Mutual Respect and Shared Responsibility

To ensure the best possible care for yourself and others, we ask that you:

- Provide complete and accurate information about your health, circumstances, and needs
- Actively participate in your treatment plan or service plan and treatment goals
- Treat staff, other clients, and visitors with respect and courtesy
- Follow safety guidelines and organizational policies
- Communicate your concerns, questions, or changes in your situation promptly
- Provide reasonable notice when canceling or rescheduling appointments

Creating a Positive Environment for Everyone: We believe that positive outcomes are achieved through mutual respect and shared commitment to creating a safe, supportive environment. While we are dedicated to upholding your rights and addressing your concerns, we also recognize that effective care requires open dialogue, realistic expectations, and collaborative problem-solving.

When concerns arise, we work together to find solutions that respect everyone's dignity while maintaining the safety and well-being of all clients and staff. Our goal is always to address issues constructively and fairly, considering all perspectives involved.

How to Exercise Your Rights

If you have questions, concerns, or wish to file a complaint:

Contact our Client Services Team:

- Speak directly with your care provider or their supervisor
- Contact our Operations Manager
- Submit a written complaint using our formal complaint process

Our Commitment to You

Clear Health Solutions is committed to upholding these rights and continuously improving our services. We will regularly review and update our practices to ensure we meet the highest standards of care and respect for your rights.

This Bill of Rights is consistent with the Canadian Charter of Rights and Freedoms, applicable provincial legislation, and professional regulatory standards.

For questions about this Bill of Rights or to request this document in an alternative format, please contact us.