Client and caregiver rights and responsibilities

At Grandview Kids, clients and caregivers are our most important partners. We support a client- and family-centred approach to service delivery. We recognize the many rights and responsibilities of clients and caregivers. View our full Client and Caregiver Rights and Responsibilities policy here, which is summarized below.

Clients and caregivers have the RIGHT to:

1. Respect and personal dignity
- You will be treated with courtesy and respect.
- We will honour your privacy.

2. Person-centred care
- We will consider all interests and needs of the child/youth, not just those related to illness/ability.
- We will honour your privacy.

3. Access information about your care/the child's care
- You have the right to complete information from staff involved in your care.
- We will provide honest, clear answers to your questions.
- We will make every reasonable effort to provide someone who speaks your language to help explain matters to you.
- You have the right to know about the child/youth's condition and treatment plan.
- You have the right to see and review the client's health record.
- You have the right to know our policies, procedures and routines, including how to make a complaint.

4. Quality health care
- You have the right to know who is involved in your care.
- We will tell you about all treatment options.
- You can decline participation in activities, which involve research or training.
- We will tell you about other agencies in your community, which may be able to offer additional services.

5. Emotional support
- You can talk with professionals about your feelings, questions, problems or concerns. They will listen to you and respect your feelings.
- We can offer help for you to meet other caregivers or families who have needs and experiences similar to yours, including local support groups.

6. Active role in care planning and delivery
- You have the right to any information you need to make decisions.
- We will explain your options, so that you can understand risk and choices, including refusal of services.
- You can change your mind about services, even if you already agreed with a plan.
- You can seek a second opinion elsewhere, and we will be glad to review the report.

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Clients and caregivers have the RESPONSIBILITY to:

1. Provide information

- You should share important information about the child/youth with the care team, such as symptoms, treatments, medicines and illnesses.
- You should tell us your goals.
- Ask for help if you do not understand something. We are happy to answer questions and support you in making decisions.
- Tell us if you are not satisfied with your care, support or services. We want all families to have a positive experience with Grandview Kids.

2. Provide appropriate care

- You work with the care team to plan services.
- You are responsible for doing the things you agreed to do in the plan of care. You must tell us if you cannot follow the plan, and we will work with you to find solutions.

3. Respect and consider the rights and safety of others

- You are expected to respect the rights of other children, youth, families and Centre personnel.
- Children/youth must be supervised by a caregiver when visiting the Centre.
- You must immediately report any unsafe conditions, incidents or injuries to staff. We will tell you how to make these reports.
- You must reschedule appointments if the client is ill.
- You must help us provide a safe and secure environment by preventing workplace violence and harassment, such as greeting staff/volunteers with respect; understanding that Grandview Kids staff and/or police may intervene to end an abusive situation, if required; preventing the spread of infection (i.e., hand hygiene and infection prevention and control protocols); participating in parking lot safety.

At Grandview Kids, we aim to create a mutually respectful environment. We have policies and procedures to decrease the risk of workplace violence and manage situations involving violence and harassment. We are committed to providing the time, attention, authority and resources in the workplace to ensure a safe and healthy environment for everyone.