

## CLIENT BILL OF RIGHTS

SPRINT Senior Care shall ensure that the following rights of those receiving community services from SPRINT Senior Care are fully respected and promoted:

- A person receiving a community service has the right to be dealt with by SPRINT Senior Care in a courteous and respectful manner and to be free from mental, physical and financial abuse by SPRINT Senior Care.
- A person receiving a SPRINT Senior Care service has the right to be treated in a manner which is free from discrimination and harassment based on race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity and expression, family status, or mental or physical ability.
- A person receiving a community service has the right to be dealt with by SPRINT Senior Care in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
- A person receiving a community service has the right to be dealt with by SPRINT Senior Care 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.
- A person receiving a community service has the right to information about the community services provided to him or her and to be told who will be providing the community services.
- A person applying for a community service has the right to participate in SPRINT Senior Care's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in SPRINT Senior Care's development of the person's care plan, SPRINT Senior Care's review of the person's requirements and SPRINT Senior Care's evaluation and revision of the person's care plan.
- A person has the right to give or refuse consent to the provision of any community service.
- A person receiving a SPRINT Senior Care service has the right to raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to SPRINT Senior Care, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- A person receiving a SPRINT Senior Care service has the right to be informed of the laws, rules and policies affecting the operation of SPRINT Senior Care and to be informed in writing of the procedures for initiating complaints about SPRINT Senior Care.
- A person receiving a SPRINT Senior Care service has the right to have his or her records kept confidential in accordance with the law.