



# VON Bill of Rights and Responsibilities

## **Our Commitment to You**

VON is dedicated to providing **safe, respectful, and person-centred care**.

We acknowledge that everyone comes with their own unique lived experiences, strengths, identities, cultures, and histories that shape who they are.

We work in partnership with you and your **care partner(s)** to support your health, dignity, and well-being.

Your care partner(s) are a person or persons chosen by you to participate in any aspects of your care.

## **Commitment to Truth, Reconciliation, and Cultural Safety**

VON acknowledges the enduring impacts of colonization and residential schools on First Nations, Inuit, and Métis Peoples.

We honor the Truth and Reconciliation Commission of Canada's Calls to Action. VON aims to provide care that is culturally safe, respectful, and free from racism and discrimination.

This commitment guides how we work with indigenous persons, families, and communities, and strengthens the care we provide to **everyone**.

## **Your Rights**

You have the right to:

### **1. Be treated with respect, dignity, and compassion**

This includes respect for who you are, your culture, identity, beliefs, language, values, and experiences

### **2. Feel emotionally, culturally, and physically safe**

Care will be provided in a way that promotes trust, choice, and collaboration

### **3. Give or refuse consent for any care or service**

You say "yes" or "no" to care or services.

### **4. Be an active partner in your care**

You may participate in planning, delivering, changing, or stopping your care at any time in a manner that recognizes your individuality.

### **5. Have your voice heard**

You can ask questions, share concerns, and express your preferences without fear of judgment or consequences. You have the right to receive written information about how to raise complaints or concerns.

### **6. Receive clear and accessible information**

Information about the laws, rules, and policies that affect your care or services will be shared in a way that helps you understand and make decisions, with support provided as needed.



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### **7. Choose who is involved in your care**

You may choose who supports you or who speaks on your behalf during assessments and in the planning, review, and updating of your care or service plan.

### **8. Receive care and services free from discrimination, harassment, or abuse**

This includes physical, emotional, sexual, mental, verbal, financial, or systemic harm.

### **9. Have your personal and health information kept private**

Your information is confidential unless sharing is required by law for safety.

### **10. Receive coordinated care**

When you receive multiple services, we will help coordinate them whenever possible.

### **11. Decline participation in research**

Your care will not be affected by your decision.



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## Your Responsibilities

You and your care partner(s) are responsible to make it possible for us to provide safe and effective care or services. To help us, you are required to:

### 1. Participate in care planning

Communicate your goals, needs, and feedback to help inform **your** care and services. You are responsible for following your treatment plan, as agreed with your doctor, nurse practitioner, or health care team.

### 2. Share important health and safety information

Tell us about changes in your health, medications, support system, contact information, service address or anything that may affect your care or safety.

### 3. Be available and prepared to receive service and let us know if plans change

Inform us about cancellations, schedule changes, or concerns as soon as possible.

### 4. Treat staff, students, and volunteers with courtesy and respect

Harassment, discrimination, abusive and violent behavior in any form is not acceptable.

### 5. Support a safe care environment

This includes:

- ✓ Not smoking or vaping before or during visits
- ✓ Not being under the influence of alcohol or recreational drugs during visits
- ✓ Securing firearms or weapons
- ✓ Keeping pets safely restrained and away from care area
- ✓ Reducing noise and distractions during visits
- ✓ Not recording without informing staff, students or volunteers

### 6. Help maintain a safe home environment

Make reasonable efforts to reduce risks such as clutter, tripping hazards, fire risks, or unsafe equipment.

### 7. Use care equipment safely

Follow instructions and allow staff to use recommended safety equipment.

### 8. Ensure safe access to your home

This includes lighting, clear walkways, and snow or ice removal, when needed.

### 9. Keep VON equipment safe

Return all VON equipment, charts, and materials when services end.

## Our Responsibilities to You

VON staff, students, and volunteers will:

- Provide care that is person-centred, culturally safe, and sensitive to the impact of individual lived experiences



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- Regularly assess safety and discuss concerns openly and respectfully
- Work with you to identify and reduce risks
- Follow safe work practices
- Respect your boundaries, choices, and lived experiences
- Share information to support safe and coordinated care in a way that you understand
- End a visit if safety is at risk and ensure follow-up supports are arranged
- Never tolerate abuse or discrimination of any kind

### **Speaking Up: Compliments or Concerns**

We encourage you to share feedback—positive or negative. If concerns cannot be resolved with local staff or management, you may contact the **VON Office of Client Relations** via email at [clientrelations@von.ca](mailto:clientrelations@von.ca).