



## VON Bill of Rights and Responsibilities

VON Canada wants to make sure you have an exceptional experience with us. This means giving you the best and safest care. VON defines “family” in its broadest scope; a person’s family includes those individuals whom the person identifies as significant in their life.

**As a client, you have rights. VON respects you, your family and caregiver(s)’ rights to:**

1. Be actively involved in your care or services and decline any care or services at any point in time.
2. Participate in the assessment and reassessment of your health needs, and the development and revision of your care plan.
3. Receive care and services that respect your dignity and privacy, needs and preferences including ethnicity, gender, sexual orientation, religion, language, family, and cultural values such as First Nations, Metis, or Inuk.
4. Ask any questions about your care and services.
5. Receive VON care and services free from discrimination on any ground of discrimination prohibited by the *Human Rights Act/Code* or the *Canadian Charter of Rights and Freedoms* and free from physical, sexual, mental, emotional, verbal, and financial abuse.
6. Have someone with you for support or designate a person to be present during assessments, development, evaluation, implementation and revision of your care plan. If you are unable to make your own decisions, you may designate a person to make the decisions about your care and services.
7. Obtain clear and accessible information to help you make informed decisions about your care or services. If you speak another language, have a physical or mental disability, or just don’t understand something, every effort will be made to support those decisions.
8. Receive assistance in coordinating your services from VON when you receive more than one home and community care service.
9. Express without fear any concerns about the care and services you receive from VON. Any concerns you voice will be addressed in a timely fashion.
10. Have your health information kept confidential and private, including everything you talk about, unless VON providers are required by law to report it.
11. Refuse to participate in any health research.

**As a client you have responsibilities during your interactions with VON representatives, either via in person or on the phone. You, your family, or your caregiver(s), shall:**

1. Participate in the assessment, reassessment, development and revision of your care or service plan in order to define and meet the goals of your care and service.
2. Share all known information you have about your condition, medication, and any changes such as a fever or a cough.
3. Inform us if:
  - You have questions or concerns;
  - You wish to change your care or service plans;
  - You need to cancel a scheduled visit or appointment;
  - You use any medications that may pose a risk to safety, for example chemotherapy drugs;
  - Anyone new will be in the home during your visit, or inform your care coordinator or case manager.
4. Treat staff in a way that respects their ethnicity, gender, sexual orientation, religion, language, cultural values and other important parts of who they are.
5. Not subjecting VON staff students, and volunteers, to behaviours such as yelling, swearing, making belittling comments, sexually inappropriate comments, language or materials, physical abuse, or any other behaviours that intimidate or undermine a person’s feeling of safety while providing VON services.



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6. Properly maintain all your recommended care equipment and use it safely and correctly according to manufacturer instructions.
7. Allow staff to use safety equipment recommended to provide care safely.
8. Not to smoke/vape during visits and for at least 60 minutes (1 hour) before.
9. Not be under the influence of alcohol or recreational drugs prior to and during visits.
10. Store any firearms or weapons in a locked cabinet or secured area.
11. Minimize noise or distractions during the visit such as the presence of young children.
12. Keep **pets restrained away** from the care area so they cannot reach staff and cause injuries.
13. Have soap and water available for staff to wash their hands.
14. Provide safe and visible access to your exterior entrance by having snow and ice removed, outside lights on if the visit is at night, and look for other risks that might put the VON provider (or you!) in danger.
15. Try to reduce the risks in your home to make it safer. For example:
  - Store and use medications as recommended;
  - Make sure stairs have rails and no broken boards;
  - Avoid tripping hazards such as loose rugs, cluttered areas, extension cords;
  - Be aware of fire risks and have a plan in case of fire. Have a working smoke detector, carbon monoxide detector, and fire extinguisher;
  - Ask your VON provider to help you identify how you can make your home safer.
16. Keep your VON paper chart in a safe place and return it to VON when you are no longer a client.

### **All VON representatives are responsible to:**

- Complete a safety assessment regularly upon visiting the home;
- Ask safety-related questions to ensure safety for yourself and other employees;
- Provide recommendations to you or your caregiver(s) on how to reduce or eliminate safety risks;
- Ensure you follow safety plans or supports to mitigate any risks identified;
- Not use any client equipment that is not appropriately maintained or in good working order (i.e. appliances, mobility equipment, household equipment, etc.);
- Contact the care coordinator or case manager if any changes occur to a safety plan or there are safety concerns that cannot be addressed;
- Adhere to Safe Work Practices such as VON's Safe Work Practice for Pets and Smoking/Alcohol, transfers, two-person visits, etc.
- Not tolerate physical, verbal, sexual, or any other type of abuse including discrimination based on their culture, ethnicity, family, gender, sexual orientation, religion, and other important parts of who they are;
- Terminate a visit if a situation occurs that threatens their physical or psychological safety;
- Share any hazards, or safety concerns to ensure all service providers are aware of them.

### **Client Relations – What to do when you have a compliment or concern:**

There may be times when you, your family, and/or caregivers need help finding information or voicing a concern. If the local VON staff or member of the Management team have been unable to help address your concerns, you may wish to contact the VON Office of Client Relations.

Email: [clientrelations@von.ca](mailto:clientrelations@von.ca) or phone VON Client Relations at 1-888-866-2273