



Rights & Responsibilities



CLIENT/PATIENT/FAMILY BILL OF RIGHTS

The Dorothy Ley Hospice believes that it is important for clients, patients and family members to know, understand and be able to exercise their rights and responsibilities as they relate to the services and programs provided by the Hospice. As individuals and families you have the right to:

- Be treated with respect and courtesy, regardless of your age, colour, creed or cultural background.
- Privacy considerations regarding your personal needs.
- Have information regarding your concerns provided in a language you can understand and in terms you can understand.
- Be a partner in the development of plans concerning your care.
- Know that we will keep information about you confidential, unless you have provided us with consent to share information with others- internally and externally - participating in the provision of service according to your care plan.
- Know the identity and profession of those responsible for your care.
- Be free from all forms of abuse physical, verbal, financial and neglect
- Express any concerns, written or verbal, without fear of services being compromised.
- Expect reasonable accommodations for persons with special needs or handicaps in accordance with the law.
- Give or refuse consent to the provision of any service.



CLIENT/PATIENT/FAMILY RESPONSIBILITIES

As an agency, The Dorothy Ley Hospice expects that clients/patients/family members have a responsibility to:

- Provide accurate information regarding your care
- Be considerate to all those providing, or participating in your care or service plan.
- Be responsible for all personal property and valuables.
- Help us continue to improve our services. If you have a concern, complaint or feedback about the services provided by the employees or volunteers please let us know. You may contact the Dorothy Ley Hospice at 416-626-0116 and ask to speak with the Residential Program Manager or the Community Program Manager.