

Statement of Client Rights

As a client receiving Home Support services through Greater Vancouver Community Services Society, you have the following rights:

- The right to receive service in a courteous and respectful manner that promotes your independence.
- The right to receive service in an environment that is safe and free from harassment or discrimination.
- The right to receive service in a way that respects your dignity and individuality and is responsive to your needs and preferences.
- The right to participate wherever possible, in the planning of your care.
- The right to receive care from fully trained and competent health care professionals.
- The right to raise concerns or recommend changes in connection with your services without fear of interference, coercion, prejudice or reprisal.
- The right to expect that your records be kept confidential in accordance with the law.
- The right to give or refuse consent to the provision of any services.

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