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# Anishnawbe Health Toronto

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## Client Rights

- ❖ All clients to be dealt with in a courteous and respectful manner.
- ❖ All clients to be dealt with in a manner that respects their dignity and privacy, and promotes their autonomy.
- ❖ All clients to be dealt with in a manner that recognizes their individuality, and that is sensitive to and responds to their needs and preferences.
- ❖ All clients have the rights to information about the services provided to them.
- ❖ All clients have the right to participate in assessments of their needs, the development of care plans and follow-up evaluations and revisions.
- ❖ All clients have the right to consent or refuse services.
- ❖ All clients have the right to raise concerns or recommend changes about their care, without fear of interference, coercion, discrimination or reprisal.
- ❖ All clients have the right to be informed of the policies and procedures affecting Anishnawbe Health Toronto operations, and to receive written information on the procedures for initiating complaints about the agency.
- ❖ All clients have the right to have their records kept confidential in accordance with the law.