

Client Rights and Responsibilities

At Rural Ottawa South Support Services (ROSSS), we are committed to providing high-quality, person-centered services in a welcoming, safe, and respectful environment. We believe that every client has the right to be treated with dignity, compassion, and respect, and to actively participate in decisions about the services they receive.

As a ROSSS client, you have the right to:

- Be treated with dignity, courtesy, compassion, and respect.
- Receive services in a safe environment that is free from abuse, neglect, harassment, discrimination, exploitation, and violence.
- Be treated fairly and equitably, without discrimination, in accordance with the *Ontario Human Rights Code*.
- Have your privacy, independence, values, beliefs, culture, language, choices, and personal preferences respected.
- Receive quality services that support your independence, well-being, and ability to remain safely in your home and community.
- Receive clear information about available programs and services, eligibility requirements, any applicable fees, and who will provide your services.
- Participate in decisions about your services, including the assessment of your needs and the development, review, and revision of your service plan.
- Have a family member, caregiver, substitute decision-maker, advocate, or another person of your choice participate in assessments and service planning, where appropriate.
- Give informed consent to services or refuse or withdraw consent at any time, where permitted by law.
- Receive information about ROSSS policies, procedures, and any changes that may affect your services.
- Have your personal information protected and kept confidential, and collected, used, and disclosed only in accordance with applicable privacy legislation.
- Access your personal record and request correction of factual inaccuracies.
- Authorize the release of your personal information to another individual or organization, in accordance with applicable legislation.
- Raise concerns, provide feedback, or make a complaint without fear of intimidation, coercion, discrimination, interference, or reprisal.
- Be informed about the complaint process and have your concerns reviewed in a fair and timely manner.

As a ROSSS client, you are responsible for:

- Treating staff, volunteers, students, and other clients with courtesy, dignity, and respect.
- Respecting the privacy and confidentiality of other clients, staff, volunteers, and students by not sharing personal information learned through ROSSS programs or services.
- Providing accurate, complete, and up-to-date information needed to assess your needs and provide appropriate services.
- Informing ROSSS promptly of any changes that may affect your services, including changes to your health, contact information, emergency contacts, or availability.
- Participating in service planning to the best of your ability and communicating your goals, preferences, and concerns.
- Asking questions whenever information or instructions are unclear.
- Providing reasonable notice if you need to cancel or reschedule a service or appointment.
- Maintaining a safe, respectful, and smoke-free environment for staff and volunteers providing services in your home.
- Refraining from abusive, threatening, violent, harassing, or discriminatory behaviour toward staff, volunteers, students, or other clients.
- Following program guidelines and safety requirements while participating in ROSSS programs and services.
- Paying applicable service fees in accordance with ROSSS policies.

Our Commitment

ROSSS is committed to building respectful, collaborative relationships with every client. By honoring these rights and responsibilities, we work together to deliver safe, compassionate, high-quality services that support independence, promote well-being, and help people remain active and connected within their communities.