

Client Bill of Rights

Mind Forward provides services in accordance with Part III, Section 3 (1) of the Long- Term Care Act.

As a client receiving services from Mind Forward, you can expect that you will:

Be treated with courtesy and respect, free from mental, physical, and financial abuse.

Be treated in a way that respects your dignity and privacy, and that promotes your autonomy.

Be treated in a way that recognizes your individuality and is sensitive to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.

Receive information about the community services provided to you and be told who will be providing the community services.

Be entitled to give or refuse consent to the provision of community services.

Be entitled to participate in, raise concerns about, or recommend changes in connection with community services provided to you.

Be entitled to raise concerns about policies and decisions that affect your interests to: Mind Forward, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.

Be informed of the laws, rules, and policies affecting the operation of Mind Forward and be informed, in writing, of the procedures for initiating complains about the service provider.

Have your records kept confidential, and in accordance with the law.