



Client Bill of Rights and Responsibilities

VON Canada wants to make sure you have an exceptional experience with us. This means giving you the best care and service in a safe way.

As a client, you have rights:

VON respects you and your caregiver(s)' right to:

1. Be actively involved in your own care or service and share in any plan to deliver care to you.
2. Be treated in a way that respects your dignity, needs and preferences including ethnic, spiritual, language, family and cultural values, free from abuse by VON service providers.
3. Live any way you choose without judgment from VON service providers.
4. Make your own choices and refuse any care or service that you do not feel is right for you.
5. Ask any questions you have about your care and service until you understand the answer.
6. Choose someone to make your decisions for you about your care and service if you are not able to make your own decisions.
7. Get information that you may need to help you make decisions about your plan of care or service. If you speak another language, have a physical or mental disability, or just don't understand something, we will make every effort to get you help so you can make informed health care choices.
8. Have someone with you for support.
9. Complain when you are not happy with the care and services you get from VON. Any complaints you make will not be held against you in any way.
10. Get a quick answer to a complaint or question.
11. Have everything you talk about kept private, unless VON providers are required by law to report it, which is only in very few situations.
12. Say no to any health research.
13. Receive VON services regardless of your sex, sexual orientation, or illness.

As a client you also have responsibilities:

VON wants you and your caregiver(s) to:

1. Plan your own care and service with us.
2. Work with us to help you meet the goals of your care and service.

3. Learn about your own health.
4. Let us know when you have questions, or worries, or a problem.
5. Check with us first before you change your care or service plans.
6. Keep your chart in a safe place if it is kept in the home. The chart has to be given back to VON when you are no longer a client.
7. Let us know if you cannot be home when your visit is scheduled or when you cannot make an appointment.
8. Give us the most correct information you have about your condition, medication, and any changes (such as a fever and / or a cough).
9. Treat VON providers with respect and in a way that does not put them in situations of abuse or danger.
10. Make sure VON providers can do their job safely. For example:
 - Have soap and water for them to wash their hands
 - Do not smoke before or during a visit
 - Keep pets secured in another room
 - Watch young children
 - Have snow and ice removed at the door and on pathways to your door
 - Leave outside lights on if the visit is at night
 - Look for other risks in your home that might put the VON provider (or you!) in danger
11. Try to reduce the risks in your home to make it safer for your health like:
 - Ask questions about your medications
 - Store and use medications as instructed
 - Make sure stairs have rails and no broken boards
 - Keep loose rugs out of the way of the places you walk
 - Move items out of the way that might make you trip or fall
 - Be aware of fire risks and have a plan in case of fire
 - Have a working smoke detector
 - Ask your VON provider to help you identify things in your home to make it safer

Client Relations – What to do when you have a compliment or concern:

There may be times when you or your family/caregivers need help finding information or voicing a concern. If the local VON staff or District Executive Director have been unable to help address your concerns, you may wish to contact the Office of Client Relations. We will listen to and help resolve client concerns in a confidential manner.

Email: clientrelations@von.ca

Phone Client Relations at 888-866-2273