

Punjabi Community Health Services

ASPIRE	
Section: Rights of Persons Served	
Subject: Client Bill of Rights, Responsibilities and Complaint Policy	
CARF Ref: ASPIRE- Section 1.K.1, 2	
Last Review/ Revision: April 2019	Next Review: April 2020
Scope: Persons Served/Clients, Personnel and Other Stakeholders (as applicable)	Page: 1 of 4
Approved By: Baldev Mutta, Chief Executive Officer	

1.0 Client Rights

As a person receiving services from Punjabi Community Health Services (PCHS), you have the right to:

1.1 Access to Information

- gain access of your records by submitting a 'Request Form for Access to Personal Health Records' (*attached as Appendix 'A'*). Request Form is available with your case worker/manager or at reception desk.
- choose the services or programs in which you participate based upon information about program guidelines, care plan procedures, costs, risks, rights and responsibilities.

1.2 Development of Care Plan

- ask questions and get answers about services.
- be an active participant in all decisions about your care plan or services.
- discuss your care plan with your case manager.
- receive treatment in the appropriate setting - one that provides the most freedom relevant to your care plan needs.
- have your family involved in your care plan.
- refuse family participation in your care plan, if you choose.

1.3 Privacy and Confidentiality of Information

- that all personal health information collected will be kept confidential.
- that the information will only be released after the client has provided written consent.
- one to one intervention will be provided in a private setting.

1.4 Freedom from Abuse

- not be discriminated against on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability.
- be treated with dignity and respect.
- not be subjected to verbal, physical, sexual, emotional or financial abuse/exploitation; harsh or unfair conduct.

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1.5 Freedom from Financial or Exploitation

- receive a Fee for Service chart, where services are provided at a cost. The Fee for Service chart will be available at the reception
- receive most services which are provided at no cost to the client

1.6 Freedom from Retaliation

- refuse service or care plan.
- receive services even if you have complained against a staff member and there will be no retaliation against the client.

1.7 Freedom from Humiliation

- receive services even if you have complained against a staff member and there will be no humiliation against the client.

1.8 Freedom from Neglect

- receive services even if you have complained against a staff member and there will be no neglect against the client.

1.9 File a Complaint

- make complaints, have them addressed, get a written response within 30 working days.
- complain in writing against the staff.
- a proper complaint procedure which will be outlined to you when the complaint is filed.
- continue to receive services and there will be no retaliation, humiliation or neglect against the client because of the complaint filed.
- be assisted by an advocate of your choice; for example, family, friend, case manager, member of a consumer advocacy committee or organization, etc.

2.0 Client Responsibilities

As a person receiving services at PCHS, you have a responsibility to assist in receiving the effective care. You have the responsibility to:

1. Treat other clients and staff with respect and dignity.
2. In case of cancellation provide 2 business days' notice.
3. Be on time for appointments.
4. Actively participate with the case worker/ manager/staff in developing a care plan that addresses your needs.
5. Ask questions if you do not understand or need more information about any aspect of the service you receive at PCHS.
6. PCHS has zero tolerance for violence, alcohol, substance abuse, smoking and use of weapons on our premises and during PCHS' external activities and events.
7. Inform the PCHS staff as soon as possible if you change your address, phone number, emergency contact or health card number.
8. Participate with staff in evaluating the services you have received.
9. Give us feedback to help us offer better service to yourself and others.

3.0 Complaint Policy

3.1 Policy Statement

PCHS is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints and we believe that our clients and stakeholders have the right to tell us about them. We also believe that the process for resolving concerns and complaints should be timely, fair and respectful.

3.2 Complaint Procedure

Follow the step by step directions below for making a complaint and what to expect during the process. Complaint will not result into retaliation or a barrier to your services.

Step 1: **Resolve with Staff member:** Try to resolve your issue with the PCHS staff member you are facing problems with.

Step 2: **Complaint to Staff's Immediate Supervisor:** If you are not satisfied, then submit a written complaint addressed to staff member's immediate supervisor (via mail, fax or in person). Please ask for the 'Complaint Form' (*attached as Appendix 'B'*) at Reception Desk. You can also get the name and designation of the supervisor from Reception Desk.

Mailing address: Punjabi Community Health Services (PCHS)
2980 Drew Road, Unit 241, Mississauga, ON, L4T 0A7

Email address: info@pchs4u.com

Fax Number: 905.677.9141

In Person: Please drop the sealed envelope at the Reception Desk at any of our office locations. Please address the envelope as 'Complaint Form'

You will receive a written response within 30 working days.

Step 3: **Complaint to Chief Operating Officer (COO):** If you are still unsatisfied with the response from supervisor, please fill and submit the 'Request form for complaining to next level' (*attached as Appendix 'C'*) to COO

Mailing address: Punjabi Community Health Services (PCHS)
2980 Drew Road, Unit 241, Mississauga, ON, L4T 0A7

Email address: amandeep@pchs4u.com

Fax Number: 905.677.9141

In Person: Please drop the sealed envelope at the Reception Desk at any of our office locations. Please address the envelope as 'Complaint Form'

You will receive a written response within 30 working days.

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Step 4: **Complaint to Chief Executive Officer (CEO):** If you are still unsatisfied with the response from COO, please fill up and submit the 'Request form for complaining to next level' to CEO

Mailing address: Punjabi Community Health Services (PCHS)
2980 Drew Road, Unit 241, Mississauga, ON, L4T 0A7

Email address: baldev@pchs4u.com

Fax Number: 905.677.9141

In Person: Please drop the sealed envelope at the Reception Desk at any of our office locations. Please address the envelope as 'Complaint Form'

You will receive a written response within 30 working days.

Step 5: **Complaint to Board President:** If you are still unsatisfied with the response from CEO, please fill up and submit the 'Request form for complaining to next level' to Board President.

Mailing address: Punjabi Community Health Services (PCHS)
2980 Drew Road, Unit 241, Mississauga, ON, L4T 0A7

Email address: president@pchs4u.com

Fax Number: 905.677.9141

In Person: Please drop the sealed envelope at the Reception Desk at any of our office locations. Please address the envelope as 'Complaint Form'

You will receive a written response within 30 working days.

Step 6: **Still Unsatisfied?** If you are still unsatisfied with the response from Board you are free to seek independent advice at your own cost. (outside of PCHS)