



DR. HAROLD S. TREFRY MEMORIAL CENTRE

A Division of The Corporation of the Township of St. Joseph
Seniors and Persons with a Disability Services



CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

Rights:

- To be treated with dignity, courtesy, and respect, and in a manner that promotes the person's autonomy and respects the person's individuality.
- To expect that the Dr. Harold S. Trefry Memorial Centre will offer services that are flexible, responsive to client needs, and delivered free of discrimination.
- To have information relating to his/her service plan and file kept confidential in accordance with the law.
- To receive services free of mental, physical, emotional, sexual, or financial abuse.
- To consent or refuse any services.
- To voice concerns or recommend changes about their service, without the fear of interference, pressure, discrimination, or retribution.
- To be informed, in a timely manner, of changes to the services or discharge from service.
- To be informed of the policies and procedures affecting the service provider operations, and to receive written procedures for initiating complaints about the service provider.

Responsibilities:

- To treat the service provider with dignity, courtesy, and respect.
- To maintain a safe working environment.
- To refrain from subjecting the service provider to any form of abuse, be it mental, physical, sexual, or financial. This also applies to family members.
- To inform the service provider in a timely manner when a change in service is requested, or when service is no longer required.
- To disclose to the service provider all relevant information which would affect the safe delivery of the service.
- To be available to discuss the service plan.

Approved by Advisory Committee: Feb. 13, 2024

Approved by Council: Feb. 21, 2024

P.O. Box 158, 1601 C Line, Richards Landing, ON P0R1J0 *Phone: 705-246-0036 *Fax: 705-246-0249 *Email: manager@trefrycentre.ca

Providing services to seniors and persons with disabilities which will assist them to remain in their own homes,
allowing them to maintain their dignity.

Operating in the memory of Dr. Harold S. Trefry and his devoted service to this community from 1936 until 1960.