
CLIENT

BILL *of* RIGHTS

Spinal Cord Injury Ontario's mission is "to assist persons with spinal cord injuries and other physical disabilities to achieve independence, self-reliance and full community participation".

In support of its mission, Spinal Cord Injury Ontario believes in full adherence to the rights of clients receiving services.

- 1 Each client is unique and has the right to participate in services in a manner that recognizes the person's individuality including but not limited to; ethnic, spiritual, linguistic, familial, gender, sexual orientation, disability, age and cultural factors.
- 2 Each client has the right to courteous and respectful service which recognizes the client's dignity and supports his/her independence.
- 3 Each client has the right to safe and timely service with freedom from mental, physical and financial abuse.
- 4 Each client has the right to information about the services to be provided and to be told who will be providing the services.
- 5 Each client has the right to have their personal and health information remain confidential as per the provincial and federal privacy legislations and to access their own service records upon request.
- 6 Each client has the right to be an active participant in the assessment, planning, implementation, communication, and evaluation of the service.
- 7 Each client has the right to give or refuse consent to any service provided by Spinal Cord Injury Ontario.
- 8 Each client has the right to recommend changes that affect his/her services without fear of interference, coercion, discrimination or reprisal.
- 9 Each client has the right to be informed of the procedure for making a complaint and has the right to make a complaint without fear of repercussions.
- 10 Each client has the right to be informed of risk as assessed by the service provider.



Dr. Stuart Howe
Chief Executive Officer
April 1, 2016



Bob Nigol
Chair of Spinal Cord Injury Ontario
Board
April 1, 2016