



Patients Rights Policy

Document last revised 2025-11-25



1. Introduction

Gotcare is committed to upholding and protecting the fundamental rights of all patients receiving home care services in accordance with Ontario Regulation 187/22 under the Connecting Care Act, 2019. This policy establishes our organizational practices, procedures, and commitments to ensure full compliance with the Patient Bill of Rights and to promote dignity, respect, and quality care for every individual we serve.

2. Policy Overview

This application of this policy applies to all employees, contractors, volunteers, and service providers engaged in the delivery of home care services under our organization. It encompasses all aspects of patient care, from initial assessment through service delivery and discharge planning.

This policy is established in compliance with:

Ontario Regulation 187/22 under the Connecting Care Act, 2019 Patient Bill of Rights as outlined in the regulation; Additional applicable provincial and federal legislation governing health care delivery

- **Publication & Communication:** This policy is made available to all employees and relevant stakeholders via the internal company drives and periodic communications.
- **Annual Review:** This policy undergoes a review every year to address changes in the threat landscape, business operations, and technology.

Note: This policy is a living document and will be regularly updated to reflect changing industry standards, legal requirements, and organizational needs.

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3. Patient Rights Compliance Framework

3.1. Right To Respectful Treatment

3.1.1 Policy Commitment:

All patients have the right to be treated with courtesy, dignity, and respect, without discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability.

3.1.2 Organizational Practices:

- All staff complete mandatory cultural competency and anti-discrimination training upon hiring and annually thereafter
- Patient care plans are implemented with full consideration of individual cultural, religious, and personal preferences
- Translation and interpretation services are provided when language barriers exist
- Complaint procedures are in place for patients who experience disrespectful treatment
- Regular check-ins from Care Managers include ensuring respectful treatment
- Immediate follow-up from the Care Manager related to any reported incidents of discrimination or disrespectful behavior towards the client by the care worker

3.2. Right To Information

3.2.1 Policy Commitment:

Patients have the right to receive clear, accurate, and timely information about their health condition, treatment options, care plan, and any changes to their services.

3.2.2 Organizational Practices:

- Initial orientation provided to all new patients explaining services, rights, and service agreements
- Regular care plan check-ins from Care Managers

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- Clear explanation of billing, insurance coverage, and payment responsibilities
- Advance notice of any changes to care team members or service schedules

3.3. Right To Participate in Care Planning

3.3.1 Policy Commitment:

Patients have the right to actively participate in all aspects of their care planning, including goal setting, service selection, and decision-making about their treatment.

3.3.2 Organizational Practices:

- Shared decision-making protocols for all care delivery options
- Accommodation of patient preferences in scheduling and service delivery
- Family conference meetings when requested by patient
- Person-directed planning approaches that prioritize patient autonomy
- Clear processes for patients to request changes to their care plans

3.4. Right To Privacy and Confidentiality

3.4.1 Policy Commitment:

Patients have the right to privacy during care delivery and confidentiality of all personal health information in accordance with applicable privacy legislation.

3.4.2 Organizational Practices:

- Comprehensive privacy protection protocols during all care activities
- Secure storage and transmission of all patient information
- Limited access to patient information on need-to-know basis
- Regular privacy training for all staff members
- Clear consent processes for information sharing
- Incident reporting and response procedures for privacy breaches
- Secure disposal of confidential information

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3.5. Right To Voice Concerns and Complaints

3.5.1 Policy Commitment:

Patients have the right to voice concerns, make complaints, and receive timely, fair resolution without fear of discrimination or retaliation.

3.5.2 Organizational Practices:

- Multiple channels for submitting complaints (phone, email, written, in-person)
- Clear complaint resolution process with defined timelines
- Protection against retaliation for patients who file complaints
- Regular communication with patients about complaint status
- Quality improvement integration based on complaint patterns

3.6. Right To Continuity of Care

3.6.1 Policy Commitment:

Patients have the right to receive coordinated, continuous care that meets their changing needs over time.

3.6.2 Organizational Practices:

- Comprehensive care coordination with other home care providers
- Advance planning for service interruptions or emergencies
- Consistent care team assignments when possible
- Implementation of care plan updates based on changing re-assessments

3.7. Right To Quality Care

3.7.1 Policy Commitment:

Patients have the right to receive safe, effective, and evidence-based care that meets professional standards and regulatory requirements.

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3.7.2 Organizational Practices:

- Evidence-based care protocols and clinical guidelines
- Annual policy and procedure reviews and continuing education
- Quality improvement plans with outcome monitoring
- Patient safety incident reporting and analysis
- Infection prevention and control measures
- Medication management protocols

4. Implementation Procedures

4.1.1 Staff Training and Education

- All new employees receive Patients Rights training as part of their initial onboarding
- Annual refresher training mandatory for all staff
- Regular updates provided when regulations or policies change

4.1.2 Patient Education and Communication

- Patient Rights provided to all patients at service initiation
- Regular patient check-ins from Care Managers to ensure patient rights are being respected

4.1.3 Monitoring and Evaluation

- Quarterly reporting to senior leadership on any rights violations or patient complaints
- Annual comprehensive policy review and update process
- All rights-related complaints documented in patient records
- Complaint and resolution tracking maintained and reviewed

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