**Residents Rights & Responsibilities**

As a Resident of Cheshire You are Responsible for:

* providing accurate information to the care attendants that assist you
* asking questions when you do not understand
* following the care plan you have developed and informing your attendant care worker when you are not able to do so
* recognizing that the needs of other people might be more urgent than your own
* being aware of how living with risk and making lifestyle choices affects your overall wellness
* maximizing your abilities.

The Human Rights Act prohibits both direct and indirect discrimination. Operators must uphold the provisions of the Charter of Rights and Freedoms, the Occupational Health and Safety Act, the Health Act and the Human Rights Act. In accordance with Regulation 83-77 under the Family Services Act, **Operators must operate the facility in a manner that will maintain the spirit, dignity and individuality of the residents**.

Cheshire Homes must ensure that **Every Resident**:

* is treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and is free from mental, verbal and physical abuse.
* is properly sheltered, fed clothed, groomed and cared for in a manner consistent with his or her care plan and needs
* is told who is responsible for and who is providing the resident's direct care
* is afforded privacy in treatment and in caring for his or her personal needs
* is allowed to keep in his or her room and display personal possessions, pictures and furnishings in keeping with safety requirements
* is informed of his or her medical condition, treatment and proposed course of treatment; who is able to do so has the opportunity to give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent; has the opportunity to participate fully in making any decision and obtaining an independent medical opinion concerning any aspect of his or her care including any decision concerning his or her admission, discharge or transfer to or from a home; and has his or her medical records kept confidential in accordance with the law.
* is allowed to designate a person to receive information concerning any transfer or emergency hospitalization of the resident and where a person is so designated to have that person so informed forthwith
* is allowed to exercise the rights of a citizen to raise concerns and recommend changes in policies or services on behalf of him/herself or others to the Facilities Staff, Government Officials or any other person inside or outside the home, without fear of interference, coercion, discrimination or reprisal
* is allowed to form friendships and enjoy them
* is allowed to meet privately with his or her spouse, partner, or friend in a room that assures privacy
* is allowed to pursue social, cultural, religious and other interests, develop his/her potential and is given reasonable provisions by the home to accommodate these pursuits
* is informed in writing of any law, rule or policy affecting the operation of the home and of the procedures for initiating complaints
* manages his/her own financial affairs where the resident is able to do so
* lives in a safe and clean environment
* has access to protected areas outside the home in order to enjoy outdoor activity, unless the physical setting makes this impossible
* has the right to confidentiality of information about them
* can contact their case manager, if requested
* can access the mail delivery system and assurance that mail cannot be opened without the consent of residents
* can access a telephone that is located where the residents have privacy while talking on the phone
* can have visits and involvement of family members