



Hospice Muskoka

Hospice Muskoka Client Bill of Rights

Hospice Muskoka Strictly Adheres to this Client Bill of Rights

Hospice Muskoka believes that by understanding your needs as our client, you will help us deliver the kind and quality of care you want and deserve. Our staff prides themselves on respecting and continually working to protect your right to privacy and dignity while recognizing the individuality of each person we serve.

At Hospice Muskoka your rights include:

1. The right, in accordance with the *Ontario Human Rights Code*, to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. The right to be treated in a manner that recognizes every individual in a manner that is sensitive to and responds to your individual needs and preferences, including those based on ethnic, spiritual, familial, cultural, and self-identity factors.
3. The right to retain your individuality and not be judged for your decisions which may be contrary to the beliefs of others.
4. The right to be treated in a manner that respects your dignity and privacy, including the right to have your records kept confidential.
5. The right to express your feelings and emotions about approaching death in your own way.
6. The right to be fully informed of all treatment options, to have your questions answered honestly and respectfully and to seek a second opinion if so desired.
7. The right to information about the services available through Hospice Muskoka including the right to accept or refuse any such service. This includes the right to refuse treatment including food and drink.
8. The right to raise concerns or suggest changes to the service being provided.
9. The right to be cared for by caring and knowledgeable people who will make every effort to understand your needs and, if desired, will support you in every way as you face your death.
10. The right to request an assisted death. On Feb 6, 2015, the Supreme Court struck down the federal ban on assisted dying, and the decision came into force on June 6, 2016. As a result, consenting adult Canadians with incurable, intolerable suffering are now legally able to end their lives with the help of a physician or nurse practitioner. For more information on Canada's medical assistance in dying law, [click here](https://www.dyingwithdignity.ca/get-the-facts-assisted-dying-law-in-canada).

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This Client Bill of Rights was created using material sourced from the Dorothy Lea Hospice, Toronto Hospice, Hospice Parry Sound, and Dying with Dignity.