

## **YOUR RIGHTS**

Every client of the North East CCAC has certain rights that are set out in law and endorsed by the North East CCAC Board of Directors. You have the right:

- To be treated with courtesy and respect, free from mental, physical and financial abuse;
- To be treated in a manner that respects your dignity, privacy and your right to make choices;
- To be treated as an individual, respecting your needs and preferences based on ethnic, spiritual, linguistic, familial and cultural choices;
- To receive information about the community services you will receive and who will be providing the service;
- To participate in the assessment of your needs, and the development, review, evaluation and change to your plan of care;
- To accept or refuse any service;
- To raise concerns or suggest changes to the service we provide to you and policies and decisions that affect you, without fear of interference, or having to do something against your will, or discrimination or negative action being taken against you;
- To be informed of the laws, rules and policies affecting our services;
- To be informed in writing of the procedures for making complaints about the services you are receiving; and
- To have your records kept confidential in accordance with the law.

## **PRIVACY**

The North East CCAC protects the privacy of your personal health information based on the requirements of the Ontario Personal Health Information Protection Act 2004.

We inform you of the personal health information that we collect and the safeguards we have to protect your personal information to the levels required by the legislation.

## **FEEDBACK ABOUT YOUR EXPERIENCE**

The North East CCAC is responsible for service decisions and providing quality care. Your feedback helps us improve the quality of care for everyone.

## REPORTING A COMPLAINT

If you have a concern with a decision made by the North East CCAC, the quality of services or a violation of your rights, here are some steps to help you:

1. Contact your Case Manager. He or she will review your concern and advise you of the actions taken to resolve the complaint. If you are not satisfied, request contact with the Manager.
2. The Manager will review the actions taken by the Case Manager and help resolve the complaint. If unresolved, you may;
3. Request review by the North East CCAC Internal Appeals Committee. Send an appeal request to the North East CCAC Chief Executive Officer noting the reason(s) for the appeal; and/or
4. Contact the Long-Term Care Action Line at 1-866-876-7658 or TTY 1-800-387-5559 and request assistance from an Independent Complaints Facilitator; and/or
5. Contact the Health Services Appeal and Review Board (HSARB), an independent, quasi-judicial tribunal, to request an appeal:

Registrar, Health Services Appeal and Review Board  
Health Boards Secretariat  
151 Bloor Street West, 9th Floor  
Toronto, Ontario M5S 2T5  
Telephone: 416-327-8512  
Toll Free: 1-866-282-2179  
Facsimile: 416-327-8524  
Email: [hsarb@moh.gov.on.ca](mailto:hsarb@moh.gov.on.ca)  
Website: <http://www.hsarb.on.ca>

**Note:** The HSARB ensures that the CCAC has followed the law related to service decisions. Only complaints about eligibility for services, the type and amount of services, or discharge from services can be investigated by the Board. The HSARB makes a decision based on evidence presented under oath by witnesses at a hearing and sends the decision in writing to the complainant.

### North East CCAC Branch Offices:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>KIRKLAND LAKE</b> 53 Government Rd. W. Kirkland Lake ON P2N 2E5	<b>NORTH BAY</b> 1164 Devonshire Ave. North Bay ON P1B 6X7	<b>PARRY SOUND</b> 70 Joseph Street Parry Sound ON P2A 2G5	<b>SAULT STE. MARIE</b> 390 Bay Street 2nd Floor Sault Ste. Marie ON P6A 1X2	<b>SUDBURY</b> 40 Elm Street Suite 41-C Sudbury ON P3C 1S8	<b>TIMMINS</b> 330 Second Ave. Suite 101 Timmins ON P4N 8A4
<b>Tel: 567-2222</b> 1-888-602-2222	<b>Tel: 476-2222</b> 1-888-533-2222	<b>Tel: 773-4602</b> 1-800-440-6762	<b>Tel: 949-1650</b> 1-800-668-7705	<b>Tel: 522-3461</b> 1-800-461-2919	<b>Tel: 267-7766</b> 1-888-668-2222