

Yukon continuing care

Long-term care: your rights and responsibilities



Long-term care (LTC): your rights and responsibilities

Respect and courtesy

You have the right to:

- Be treated with courtesy, respect and dignity, free of discrimination, harassment and abuse.
- Be recognized and valued as a contributing member of society.
- Expect that staff know your rights and respect them.

You have the responsibility to:

- Recognize that long-term care is a communal living environment shared with others.
- Respect the privacy and personal property of others.
- Treat long-term care home staff with courtesy, respect, and dignity, free of discrimination, harassment and abuse.

Confidentiality and privacy

You have the right to:

- Expect that your personal health information is managed in accordance with Yukon's *Health Information and Privacy Management Act (HIPMA)* and Yukon's *Access to Information and Protection of Privacy Act (ATIPP)*. This means:
 - i. You are only asked for information necessary to provide your care.
 - ii. Your information remains secure and confidential.
 - iii. Your health information is shared only when needed for your care.
 - iv. Your consent must be obtained before sharing information that is not medically necessary.
 - v. You can access, read and comment on your health care record.
- Privacy and dignity for consensual intimate or romantic visits.
- Privacy and confidentiality when making phone calls, sending and receiving emails, video calls or regular mail.
- Ask for and receive help with arranging privacy for these activities.

You have the responsibility to:

- Conduct personal visits in a way that respects others' privacy and the care home's routine.
- Respect others' rights to privacy and confidentiality.
- Respect other residents' right to private and confidential communications and visits.

Person and family-centred care

You have the right to:

- A care plan that:
 - i. Reflects your individual values, goals, preferences, culture and traditions.
 - ii. Reflects your assessed care needs.
 - iii. Supports your independence.
 - iv. Is known and followed by staff.
- Actively participate in your own health decisions, including:
 - i. Being informed about your health and treatments.
 - ii. Asking questions to understand your options.
 - iii. Making decisions about preferred treatments.
 - iv. Choosing whether family or friends are involved in your care planning and hospital notifications.
 - v. Seeking a second opinion, including decisions about admission, discharge or transfers.
 - vi. Participating in decisions about where you live, such as transfers or discharges, which will only occur if medically required or for safety, with advance notice.
- Give, refuse or withdraw consent for any aspect of your care, including:
 - i. Treatments and medications.
 - ii. Requesting someone be removed from your care team, understanding this may require discussion with the care team.
 - iii. Participating in or declining research.
- End-of-life care that includes:
 - i. Palliative care.
 - ii. Visitors at any time.
 - iii. Information about and access to medical assistance in dying (MAiD).
 - iv. A life celebration service at the long-term care home, if you wish.
- Live at risk, without judgement from staff.
- Be free from chemical, physical and environmental restraints, except under limited circumstances following the Least Restraint policy (A3-10).
- Know who is providing your daily care and medical care.

You have the responsibility to:

- Respect the safety of others when you choose to live at risk.
- Maintain your independence and participate in care planning and decisions by:
 - i. Providing honest, accurate and complete health information.
 - ii. Asking questions to understand how your choices impact your health.
 - iii. Sharing your preferences with your care team.
- Be patient and understand that care is prioritized based on need, which may lead to delays.

Legal, financial and administrative issues

You have the right to:

- Vote, participate in political activities, practice your religion and access government services.
- Manage your financial affairs or designate someone to do so.
- Designate an executor or provide contact information for your next of kin to manage arrangements after death, including transfer of the body and funeral planning.
- Receive account statements for your care-related financial transactions.
- Provide feedback and file complaints, with support if needed, and without fear of reprisal or negative consequences.
- Be informed verbally or in writing about care home policies, rules, emergency procedures, extra costs and any changes.

You have the responsibility to:

- Designate a substitute decision maker, such as a family member or friend, for future situations where you cannot make decisions yourself.
- Provide contact information for your executor and legal next of kin.
- Pay your care bills on time.
- Arrange your own legal services. Staff and volunteers cannot sign or witness legal documents, though designated staff may be able to witness certain types of documents.
- Follow the policies and practices of the care home.
- Notify Continuing Care if you will be away (up to 30 days).

Quality of life

You have the right to:

- Meet with anyone you choose and participate in any activity, within reasonable safety and community standards:
 - i. Meet in private or public and have visitors whenever you choose.
 - ii. Participate in hobbies, religious, cultural or group activities, including Residents' Council.
 - iii. The long-term care home will accommodate these activities as much as possible.
- Enjoy outdoor activities, including sheltered areas.
- Live in a clean, safe, comfortable and accessible environment.
- Receive shelter and care that meets your needs.
- Access enough good and nutritious food that meets your dietary needs.
- Display personal possessions in your bedroom or designated areas.
- Receive individual attention.
- Share a room with your spouse or partner if possible.
- Engage in consensual physical and emotional relationships.
- Raise concerns and suggest changes without negative consequences.

You have the responsibility to:

- Be respectful of others' rights, privacy, safety and personal boundaries during activities and relationships.
- Ensure your personal items do not create safety risks.

Safety and security

You have the right to:

- Have standard safety features in your bedroom.
- Be free from abuse and neglect.

You have the responsibility to:

- Store any weapons (e.g., guns, knives) in a secure location outside the long-term home.
- Sign in and out when leaving or returning to the long-term care home.
- Arrange secure storage for valuables (temporarily in the long-term care home safe or off-site).
- Help provide a safe, healthy and respectful environment for staff, visitors and other residents.
- Report any safety risks to staff as soon as possible.