

## Video : Residential rights



### Transcript

It's essential that personal care workers encourage and support residents and their advocates to be aware of their rights. A right is an entitlement given to every member of our community, and a proactive approach to their rights can give residents a sense of independence and selfdetermination. If you support and inform a person of their rights, they are more likely to know when they are being breached or compromised.

Basically, people have the right to privacy and confidentiality, to dignity and freedom, and to make informed choices about their care.

They have the right to express their ideas and opinions and receive care that promotes and protects their wellbeing. They also have the right to lodge a complaint if they are unhappy with part of their care.