

**POLICY NUMBER:** EL - 2  
**ISSUING AUTHORITY:** Board of Directors  
**Date:** Issued July 19, 2012  
Reviewed February 28, 2022  
Revised October 30, 2018



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**SUBJECT:**

Executive Limitation  
TREATMENT OF CLIENTS

**REFERENCE BOARD END:**

Healthy people and healthy environment  
Accessible health services  
Safe, people-centred quality health care  
Sustainable, accountable and responsive health organization

**POLICY:**

With respect to generally accepted industry standards and guidelines, in the care and quality of services provided to clients, the CEO shall not fail to comply with legislation, regulations and Manitoba Health's instructions and shall not fail to evaluate and minimize potential risks in accordance with Executive Limitation (EL-1) Global Executive Restraint & Risk Management.

Accordingly, the CEO shall not:

1. Fail to make information available to clients on RHA services.
2. Fail to have processes in place to inform clients about their rights and to provide an avenue for clients to lodge complaints or feedback.
3. Fail to obtain feedback from clients in the delivery of health services and to consider that feedback weighed against reasonable expectations and feasibility of implementing new services.
4. Fail to comply with *The Accessibility for Manitobans Act*.
5. Fail to institute processes that are compliant with current privacy legislation to collect, use and store client information.
6. Fail to have processes in place that promote client engagement and participation in decision making about their care.
7. Fail to have policies, practices and processes in place to enable and sustain a fair and just culture of safety.
8. Fail to have processes in place to monitor and mitigate risks to client safety.
9. Fail to monitor, manage and learn from critical incidents, critical occurrences, occurrences and near misses.