

## **SECTION III: SERVICE DELIVERY**

SUB-SECTION: **FRAMEWORK FOR SERVICE DELIVERY**

POLICY TITLE: **Clients' Rights and Responsibilities**

POLICY NUMBER: **III, 1.12**

INITIAL DATE OF EXECUTIVE DIRECTOR APPROVAL OF POLICY: **February 22, 2014**

REVIEW/REVISION DATE(S): **August 15, 2014**

### **Purpose:**

To describe the rights of clients that support and guide the manner in which services will be provided to children and families.

### **Policy:**

The Centre shall respect the rights of persons served. The Centre shall provide written material that outlines the rights of clients including but not limited to the right to be treated with dignity and respect and without discrimination; the right to privacy and confidentiality; the right to be served within a safe and secure service environment; the right to make a complaint about the services they receive and/or a suggestion that can help the Centre plan new services or review and improve existing services.

Clients shall be asked to participate actively in the planning of services that are being provided to the family; to attend review meetings when necessary; and to tell us when they have to cancel or re-schedule an appointment. Clients shall be invited to complete an evaluation survey after their service is completed to give us feedback on whether or not they found our services helpful and how we might improve our services or provide new services.

### **Procedure:**

1. Staff will orient clients to the Centre using the written material provided in the Client Welcome & Orientation Package.
2. Staff will orient clients at each change in intervention and ensure that they understand their rights and responsibilities; the benefits and consideration of the new intervention and any other information that may be relevant to the change.
3. Staff working with children in the Residence program will provide and review the Children's Rights Booklet, *IF IT'S WRONG, RIGHT IT* individually with each child at the time of admission and throughout treatment as deemed appropriate.
4. Clients will receive a Client Satisfaction Questionnaire at the end of service.