



## Policy

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### **3. Client rights and responsibilities**

#### **A. Objectives**

- Define the client's rights and responsibilities.

#### **B. Scope**

The policy is applicable to clients.

#### **C. Policy**

##### **Client's rights:**

A client has the right to:

- An inclusive environment which provides an equitable, safe and welcoming Centre for all, whatever their characteristics, including race, ethnicity, national origin, gender, gender identity, age, socioeconomic background, language, religion, sexual orientation, and disability (see Diversity Statement).
- Participate in and make informed choices about the factors that affect their health and their health care.
- A safe, secure and trusting environment.
- High quality, professional, confidential services and care consistent with best practices
- Inform the Centre when they are satisfied or dissatisfied with the service they have received or when they wish to communicate an idea that may improve service delivery. (Dealing with Client Feedback Policy)
- Receive services that comply with the Centre's policies and procedures and that adhere to relevant legislation.
- Refuse a service provided by a student.

##### **Client's responsibilities**

A client has the responsibility to:

- Participate in and make informed choices about the factors that affect their health and their health care.
- Refrain from the following behaviours on-site or towards staff members and volunteers off-site:
  - contravening any municipal, provincial or federal laws,
  - violence or threat of violence,
  - verbal abuse,
  - sexual harassment or inappropriate sexual behaviour,

- shouting, escalation, confrontation,
  - use of alcohol or illegal drugs on the premises,
  - intoxication to the degree to which we are unable to provide service,
  - smoking on the premises.
- Complete the “Client Complaint Form” when they wish to express formally their dissatisfaction with the service they have received.
- Complete the “Client Feedback Form” when they wish to communicate an idea that may improve service delivery.
- Respect other clients, volunteers and staff members.
- Respect the confidential nature of couples counseling, group counseling or group activities, as applicable.
- Follow all safety, procedural and emergency directives from staff members and emergency personnel.

A client may be refused access to the premises and/or to any service if he or she does not fulfill their responsibilities.