

CLIENT RIGHTS

Policy Name	Client Rights
Policy Type	General Agency Service Protocols
Policy Number	2.6
Revision Date	June 2011
Creation Date	April 2001

- 1) To be treated with respect and dignity at all times.
- 2) To receive services that are sensitive to the client's culture, class, religious beliefs, ability, sexual orientation and gender.
- 3) Clients can decide what to discuss with their counsellor.
- 4) Clients have the right to know their counsellor's qualifications and counselling approach.
- 5) To ask questions.
- 6) Clients can decide to leave counselling whenever it makes sense to do so.
- 7) Clients have the right to request a review of their agency file and to add and/or correct information through writing an addendum to the original entry (See Procedure for Client Access to Records).
- 8) Clients have the right to appeal and/or lodge a complaint when they consider decisions concerning them or services provided to them to be unsatisfactory (See Client Complaint Procedure).
- 9) Clients have the right to expect that all information concerning them and their counselling will be kept confidential within the limits of confidentiality outlined in the CFSPD *Welcome* Document and Confidentiality Policy.
- 10) Clients have the right to be fully informed about agency policies, programs and conditions of service that may affect the counselling that they receive.

All clients will be informed of the above rights during their first meeting with a counsellor and will sign a copy of the Conditions of Service and Consent for follow-up form, acknowledging that these rights have been reviewed with them.