

<b>Policy # &amp; Name</b>	<b>2.0.3 CLIENTS' RIGHTS AND RESPONSIBILITIES</b>			
<b>Policy Type</b>	2.0 Programs and Services			
<b>Created:</b>	SEPT 2019	<b>Revised:</b>		<b>Reviewed:</b> NOV 2021
<b>Board Policy</b>	2.1.2 Programs and Services Development Principles and Measures 2.1.3 Programs and Services Operating Policies and Procedures 2.2.1 Programs and Risk Operating Policies and Procedures			

## POLICY

Clients of CFSPD have the following rights and responsibilities:

### Rights

- To be treated honestly, with respect and dignity, and without discrimination, at all times
- To receive services in a professional manner from qualified personnel
- To receive information about the Agency's fee schedule at the start of service
- To have their personal information kept private (except in cases where the law requires its release)
- To a safe and secure service environment
- To raise issues of concern about the agency, services rendered, or counselling experience
- To be made aware of all significant policies and procedures related to the service they receive from CFSPD
- To give informed consent for all services they receive
- To know the contents of their case file(s) and to add to the record to correct inaccuracies
- To have access to services regardless of their ability

### Responsibilities

- To participate to their fullest potential in the services provided
- To treat all staff, interns, students, volunteers, other clients, and Agency property with respect
- To attend service as scheduled and to provide sufficient notice when they are unable to attend
- To pay any fees for service as due
- To hold in confidence any information they learn regarding other individuals while at CFSPD

Clients are informed of their rights and responsibilities, including their right to privacy, accessible services and making a complaint.

### NOTE:

Effective January 2022 this policy replaces:

- Operational Policy 2.6 Client Rights