

CLIENTS RIGHTS AND RESPONSIBILITIES

Policy

Individuals receiving service at Family Service Toronto (FST) have both rights and responsibilities. Clients and participants will be educated about their rights and responsibilities in a variety of ways (e.g., posters in service locations, in written form, by staff through the intake and assessment process).

Scope

This policy applies to all staff of FST who serve clients.

Limitations

Clients have the right to ask for a change of worker however, the request will only be granted when it is reasonable and an alternative exists. Requests that are discriminatory in nature will not be granted. (See policy on *Discriminatory Requests for Service*.)

Procedures

1. Staff will explain to clients their rights and responsibilities as a regular part of the intake and assessment process and will answer questions posed by clients.
2. Program Managers will ensure the client rights and responsibilities statement (below) is available in written form to clients in the major languages served by the program.
3. Staff will ensure they are familiar with FST's privacy policies and procedures so that they can answer client's questions and assist clients in exercising their rights in regard to their record.
4. Staff will ensure that each client signs a form to acknowledge they have received and understand the information provided. If a client is unable to read the information provided due to literacy, vision, language or other issues, staff will ensure that they have verbally reviewed the information and will document this and the client's acknowledgement in the client record.
5. In situations where service is provided by web-based technologies, this information will be sent to the client in advance of the first session and staff will review it prior to the start of the first session and document this in the client record.
6. In situations where client rights are contained within legislation or required by a funder (e.g. Seniors program, Next Steps PAR program), a copy of the client rights statement particular to the program/setting will be provided to clients and reviewed with them.