

# CLIENT RIGHTS AND RESPONSIBILITIES

Welcome to Family Service Toronto (FST) where we provide high quality service in an encouraging and supportive environment. Our staff will work with you to explore and understand the issues of concern to you and develop solutions. We consider you to be the expert in your own life experience. Together, you and your FST staff person will develop a plan to guide your work and an estimate of how much time it will take to accomplish your goals.

Service may be provided to you by a staff person employed by FST, a student or a volunteer who is supervised by an FST staff person. Office hours vary by location.

## YOUR RIGHTS AND RESPONSIBILITIES

You have rights. When you receive services from FST we will:

- Give you high-quality service
- Provide service and supports free of harassment, discrimination, or coercion
- Treat you fairly, honestly, and respectfully
- Discuss the risks, benefits and alternatives related to engaging in service
- Provide services that are responsive to your cultural beliefs and practices
- Provide services and supports that meet your individual needs in the least restrictive or intrusive manner possible
- Give you information and support to help you make decisions
- Keep your information private and confidential, except in specific circumstances as described in FST's Privacy Statement
- Apply program rules and expectations consistently
- Provide service in offices that are safe, clean, and accessible
- Discuss the progress of your service with you, including addressing frequent missed appointments
- When permitted by law, we will involve your family, or legal guardians in making decisions about the services provided
- Hear your concerns or complaints about FST services and decisions without interference or reprisal
- Respond to your concerns or complaints in writing and in a timely manner as outlined in the FST's Complaint Policy.

This is what we ask from you:

- Treat the staff and others at FST with courtesy and respect
- Maintain the privacy of other clients accessing FST services
- Actively participate in all aspects of your service, by providing information and documentation to FST staff as requested
- Inform staff of any accessibility needs or accommodations you require when providing service
- Let FST know 24 hours before if you can't keep an appointment
- Pay the agreed upon fee for programs that charge for service

You should know that FST does not tolerate discriminatory, threatening, harassing, or aggressive behaviours or actions in person, by phone, email, or video conference. If these occur, they may be grounds for FST to terminate our relationship with you.

## HOW TO PROVIDE COMPLIMENTS OR MAKE A COMPLAINT

If you would like to provide us with a compliment or want to make a complaint about your service, please speak with the staff person you are working with. If this is uncomfortable for you, you can speak to the staff person's supervisor. Please call our Service Access Unit at 416-595-9618 to be directed to the supervisor.

Complaints regarding Ministry of Children and Community Social Services (MCCSS) guidelines and directives for the Passport and PassportONE programs are outside of the scope of the FST Complaint policy.

*Translations are available in Arabic, French, Farsi/Persian, Italian, Portuguese, Simplified Chinese, Spanish, Somali and Tamil.*



**FAMILY SERVICE TORONTO**  
For People. For Change.



**United Way**  
Greater Toronto