



## **Client Rights and Responsibilities**

### **Client Bill of Rights:**

1. You have the right to feel safe in our programs.
2. You have the right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion or beliefs.
3. You have the right to be informed of your human, legal and civil rights and to speak up when they have been violated.
4. You have the right to be informed about the policies of this agency that have a direct impact on you.
5. You have the right to have your personal information kept confidential.
6. You have the right to share concerns about the service you are receiving
7. You have the right to be informed about other resources should you decide to leave the program.
8. You have the right to refuse service.

### **Client Responsibilities:**

Failure to meet responsibilities may result in termination of service. Your responsibilities as a client are;

1. To follow schedules and rules of the program you are using.
2. To participate in partnership with staff and other clients, taking responsibility for your interactions and reactions.
3. To inform us (through the Client Complaint Resolution Process) if you feel any staff member has breached the Code of Ethics, confidentiality, or have treated you unfairly.
4. To respect the rights, dignity and confidentiality of other people you may come into contact with through your involvement with SFP.
5. To refrain from any behavior that compromises the safety of other clients or program staff.

### **Client Complaint Resolution Policy:**

Participants of SFP have the right to input into the program, and to provide feedback about their experience while attending. This includes the right to complain about any aspect of their service while attending SFP. The Society will respond quickly and fairly and with respect for the participants right to privacy. Participants have the right to request an advocate be present with them when proceeding with the complaint process.

SFP assumes responsibility for ensuring that all participants are aware of their right to complain and for supporting them through the complaint process.

### **Client Complaint Resolution Process:**

Staff inform all participants about the complaint process when they first attend, and subsequently, if a complaint is lodged.

Participants may make a complaint in writing directly to staff, the Executive Director, or the Board of Directors.

*The Preferred Steps for the Complaint process are as follows:*

a. The participant should first discuss the complaint with the employee who is directly involved and seek resolution at that level, unless they are not comfortable doing so. You are also welcome to leave an anonymous note in our *Comment Box*

b. If the participant is not satisfied after meeting with the employee who is directly involved, or if they choose to skip this step, the participant may request to meet with the Executive Director. The Executive Director will meet with the participant and attempt to seek resolution.

c. If the participant remains unsatisfied, they may continue to request meetings with the any staff and /or Board of Directors as appropriate.

The participant may skip any of these steps and meet immediately with the Executive Director and/or Board of Directors.

The Executive Director will ensure that all parties involved in the complaint including personnel, supervisors, participants and the Board of Directors are informed of the proceedings at each step.

The Executive Director will ensure that the complaint is documented including any corresponding action taken by the organization in response to the complaint.

SFP summarizes all participant complaints and reviews them annually to determine if there are any trends.

### **Confidentiality Policy:**

SFP is in compliance with the Personal Information Protection Act that came into effect in British Columbia on January 1, 2004. We collect personal information (name, address, phone number, and email address) to:

- provide you with information about SFP via email
- comply with the record keeping requirements of the Societies Act of B.C
- provide statistics to the City of Surrey and our funders

Your personal information is kept in confidence by the Board of Directors and is used only for the purposes stated above.

We will not use your personal information for any other reason without your expressed consent.

Our website does enable cookies on your system to track our numbers of visits and repeat users. This information is kept in confidence by the Board of Directors and used only for the purpose of tracking site usage. No personal information such as e-mail addresses, are collected on our website.

When it is necessary to share personal information regarding a participant with a third party, an employee will invite the

participant to complete the Consent to Release Information form. The employee will take reasonable steps to ensure that the participant understands this policy and understand the form before signing it.

### **Exceptions to Confidentiality:**

- If there is a reason to believe that anyone under 18 years needs protection from abuse (physical, sexual, or emotional) by law that information must be disclosed to the Ministry for Child and Family Development.
- If a client expresses an intention to harm him/herself or someone else, we must disclose that information as necessary to prevent the harm from occurring.
- If someone on the premises appears unfit to drive a motor vehicle and we have reason to believe he/she intends to do so upon leaving the premises, we must notify the police.
- If a statute or regulation requires us to disclose information, we must comply.
- If we are served with a valid subpoena, court order, search warrant, or WorkSafe BC request, we must comply.
- If a client provides us with a valid Consent to Release Information form, we must comply with his/her instructions.

Content updated Jan. 2013