



## **Clients' Rights and Responsibilities**

### **Rights**

All programs and services of Family Service Regina will ensure that the client's rights are being respected and observed. At a minimum all clients will be informed that they have the right:

1. To speak to an Intake Worker, supervisor, or the Chief Executive Officer within 24 hours of a request.
2. To be informed before engaging in services, of the areas of expertise and practice of counsellors, program limitations, fees, waiting periods and relevant policies of Family Service Regina (such as clients rights and confidentiality)
3. To be accorded respect, confidentiality, patience and open communication when being engaged by Family Service Regina staff.
4. To review the content of their clients records with their counsellor or the Chief Executive Officer as per policy.
5. To request correction of inaccurate information as an addendum to the original entry.
6. To lodge a concern or grievance with the Chief Executive Officer about the service or manner of interaction experienced with Family Service Regina staff.
7. To request a change of counsellor
8. To have all information kept confidential, except when the client has given a specific consent or when there is a legal requirement to release the information
9. To refuse or discontinue service at any time.
10. To a safe and secure service environment

### **Responsibilities**

1. To participate to their fullest potential in the services provided.
2. To treat all staff, volunteers, interns, other clients and property with respect.
3. To attend as scheduled and to provide sufficient notice should they be unable to attend an appointment.
4. To pay any fees for services as due.
5. To hold in confidence any information they learn regarding other individuals while at Family Service Regina.

Family Service Regina reserved the right to refuse service to anyone who is verbally or physically abusive to staff, volunteers or other clients of Family Service Regina.