

YOUR RIGHTS AND RESPONSIBILITIES

We are committed to protecting your personal information.

RIGHTS

1. To speak to an Intake Worker, Supervisor, or Chief Executive Officer within 24 hours of a request (upon availability)
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 your client records with your counsellor or the Chief Executive Officer as per policy (upon availability)
5. To request correction of inaccurate information as an addendum to the original entry
6. To lodge 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 specific consent, or when there is a legal requirement to release information
9. To refuse or discontinue service at any time
10. To safe and secure service environment

RESPONSIBILITIES

1. To participate to your 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 you be unable to attend an appointment
4. To pay any fees for services as due
5. To hold in confidence any information you learn regarding other individuals while at Family Service Regina

FAMILY SERVICE REGINA RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE WHO IS VERBALLY OR PHYSICALLY ABUSIVE TO STAFF, VOLUNTEERS, OR OTHER CLIENTS OF FAMILY SERVICE REGINA.