

Fort Erie Native Friendship Centre			
Section	Programs and Services		
Subject	Client's Rights and Responsibilities	Created	September 4, 2018
		Approved	November 28/18

POLICY STATEMENT:

It is an expectation that all employees consciously consider and work in a manner that is consistent in respecting the rights and responsibilities of clients and in compliance with Human Rights and the AODA.

DEFINITION:

Basic rules of conduct when interacting with clients of the FENCC in any capacity ensuring everyone is treated in compliance with the Values of FENCC (Policy Section 1-1.2) and the IT policy, and applicable laws.

Client's rights and responsibilities include:

1. To be treated with respect, dignity and courtesy regardless of age, disability, cultural background, gender, sexual orientation, socio-economic status and spiritual beliefs
2. To have your right to privacy and confidentiality protected within the limits of funding agreements and law including through electronic means including email, instant message, text etc.
3. To have fair and equal access to programs and service within the scope of program mandates
4. To have access to information regarding programs and services
5. To be involved in decisions with your personal plan of care and options available if applicable
6. To have the right to refuse/discontinue the use of programs and services at FENCC
7. You have the right to access your records by request in writing
8. You have the right to receive services that comply with appropriate standards of professionalism, competency and accountability

Client responsibilities include:

1. Respecting the rights of other clients and staff
2. Respecting other's rights to privacy and confidentiality
3. Treating other clients and staff in a respectful manner
4. Adhering to the Values of FENCC (Policy Section 1-1.2)
5. Ensuring that you are not under the influence of alcohol or non-prescribed drugs
6. Not behaving in a manner that which makes delivery of programs/services difficult or dangerous
7. Respecting FENCC property

Procedure:

1. Include during the intake process
2. Include in program brochures as applicable
3. Posted in various locations at FENCC
4. Include in program/service evaluations