

CALGARY FAMILY SERVICES

PROCEDURE STATEMENT

Section: Clients
(Client Rights)

Procedure Number: PS-102-C

The Society has the responsibility to inform clients of their rights and have in place procedures and practices that protect their rights.

STEPS

Informing clients of the rights and responsibilities of the Agency and client:

Counselling

Step 1

A welcome letter is given to counselling clients at their first visit to the agency. If the client is a minor or seen at a school, this letter is sent to the child's parents outlining the following:

- what they can expect for the Agency;
- Agency policies concerning accessibility, confidentiality, accessibility of records and changing inaccurate information by addendum to the file;
- Agency fees and fee policy;
- client grievance process
- methods of feedback.

Step 2

Clients are asked to confirm whether they read the letter and whether they agree to be contacted by the Agency to enquire about satisfaction with the agency services and outcome information after they have completed counselling. Written consent is obtained at that time.

Step 3

A service contract is completed that outlines the agreement between client and Counsellor regarding:

- Confidentiality and its limits
- Fees
- Frequency of meetings

This agreement is signed by the counsellor and the client. A copy is given to the client and one is kept on the file.

Caregiving

Community support services are available to any individual or family who need the service and meet the agency's conditions of eligibility.

Step 1

A service plan is discussed and agreed upon between the client and Caregiver Supervisor.

Step 2

Fees and frequency of visits are determined and the service agreement is signed by the client and Caregiver Supervisor. A copy of the service plan is given to the client and one is kept on the file.

NOTE:

Appeal procedure information is available and on display in each office. It is the responsibility of the Staff to give clients a copy of the appeal procedure when a concern arises. This occurs following a discussion between a client and staff member where the problem remains unresolved.

Procedure Developed By: Management Group Date: _____

Chief Executive Officer's Authorization: _____ Date: _____

Revised: January 2006