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Catholic Family Services of Durham
Services à la famille catholiques de Durham

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We're here for you / Nous sommes là pour vous

CLIENT RIGHTS AND PRIVILEGES

It is our intent to provide a high quality ethical service ensuring our clients' rights are protected. Clients are made aware of the rights and privileges they are entitled to as a recipient of our services. Clients are informed that:

- They have the right to be treated with dignity and respect and without discrimination.
- The qualifications of the program service personnel meet agency standards.
- The information disclosed in counselling will be kept confidential unless written permission is given by the client to release such information to other agencies, professionals or the courts. Exceptions may be made as a result of a subpoena to court, a search warrant or a court order to release a client record; for the purposes of reporting a child who may be in need of protection as required under the Ontario Child, Youth and Family Services Act; or in circumstances where there may be a duty to warn with respect to risk of serious harm to self or others. Clients will be notified in the event of any breach of this policy.
- Information concerning a case may be disclosed internally for routine management and professional supervision, review and quality assurance purposes, including accreditation.
- Clients may request in writing to review the agency's record of their personal counseling sessions. This review is to occur in the presence of a qualified counselor. If the client considers any of the information to be incorrect, they may make a note as and addendum to the original entry and sign it.
- Clients can complain or appeal because they have found decisions concerning themselves, the fee, or services provided to them to be unsatisfactory, and can request a copy of the client complaint policy and procedure from either reception or their counsellor, or they may phone our Oshawa Office and ask to have a copy mailed to them.
- Alternate after hours community resources are made available to clients upon request.
- They have the right to a safe and secure environment

I confirm that the above policy and the "Information About our Services" leaflet have been reviewed with me.

(Name Print)

(Signature)

Date: (m/d/y) _____

Witness: _____