



CLIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS AS A CLIENT

You have the right to:

- Be informed before engaging in services of the areas of expertise and practices of counsellors, program limitations, fees, waiting periods, and relevant policies of Family Service Saskatoon (such as clients rights and confidentiality).
- Be accorded respect, dignity, confidentiality, patience, honesty, fairness, and open communication, without discrimination when being engaged by Family Service Saskatoon staff.
- Receive services that are suitable to you, in a culturally sensitive environment.
- Be considered an expert in your own life and to take part in decisions about your service.
- Speak to an Intake Worker, Manager, or Executive Director within 48 hours of a request (upon availability).
- Review the content of your client records with your counsellor or the Executive Director as per policy (upon availability).
- Request correction of inaccurate information as an addendum to the original entry.
- Lodge concerns or complaints with the Executive Director about the service or manner of interaction experienced with Family Service Saskatoon staff.
- Request a change of counsellor.
- Have all information kept confidential, except when you (the client) have given specific consent, or when there is a legal requirement to release information.
- Refuse or discontinue service at any time, and this will not affect your right to access services.
- A safe and secure service environment.

YOUR RESPONSIBILITIES AS A CLIENT

Your responsibilities are to:

- Participate to your fullest potential in the services provided.
- Treat all staff, volunteers, interns, other clients, with respect, honesty, and fairness and treat property with respect.
- Attend appointments as scheduled and to provide sufficient and at least 24-hours notice should you be unable to attend an appointment.
- Pay any fees for services due or discuss fee waivers with your counsellor.
- Inform staff of any medical condition, disability, or cultural need that requires accommodations in providing service.
- Hold in confidence any information you learn regarding other individuals while at Family Service Saskatoon.

If you have any questions or concerns or want more information, or if you want to make a complaint, you can contact Family Service Saskatoon's Executive Director at 306 244-0127.