

Client Statement of Rights

Family Service Kent programs embrace the philosophy of providing individualized client-focused care. In keeping with our Mission, Vision and Values; we hold as truth; the dignity, strength, and capabilities of all people. Our actions and decisions are based on mutual respect and care of one another. As a recipient of our service, we respect and promote the rights of every client as stated below.

As a recipient of our services, you have the RIGHT to:

1. Be treated fairly with dignity and respect at all times.
 2. Quality service that respects your individuality regardless of age, gender, race, creed, sexual preference; ethnic origin, disability, or any other protected ground as defined by the *Ontario Human Rights Code*.
 3. Receive courteous services that are safe; responsive to your needs and preferences; respectful of our lifestyle choices; promotes your independence.
 4. Receive services that promote and encourage your active participation with the development of your plan of care to support you with making informed choices regarding your service.
 5. Care that is confidential; respecting privacy and dignity, in a safe non-threatening environment.
 6. Be informed about the service(s) you receive and feel comfortable to ask questions when you don't understand or when you need more information.
 7. Be informed of policies and procedures that affect the service provided by Family Service Kent.
 8. Be informed of any incident(s) that occur as a direct result of the services you are receiving from Family Service Kent.
 9. Report concerns about our services without fear of negative consequences or reprisal and expect appropriate, timely, and confidential investigation.
 10. Give or withdraw your consent at any time related to;
 - the services you receive
 - disclosure of your personal information (health or other)
 11. Be informed of any consequences related to giving or withdrawing your consent.
 12. Have your personal information (health or other) safeguarded as outlined in privacy legislation.
- If you feel your privacy rights have been violated, you have the right to contact:**
- the Family Service Kent Privacy Officer, *Diane Lozon*
 - or;
 - the Information and Privacy Officer of Ontario