



LETHBRIDGE FAMILY SERVICES

Client Rights and Responsibilities

As a client of Lethbridge Family Services, you are entitled to the following rights:

- To be treated with dignity and courtesy, free of abuse or exploitation, and free of discrimination, based on race, colour, creed, religious beliefs, sex, age, national origin, political belief, disability, economic status or sexual orientation.
- To receive equal consideration and quality of services.
- To be involved in the development and revision of a written Individualized Services Plan and to receive a copy of the plan if so desired.
- To an explanation of what treatment/services to receive; to consent to, refuse or change service treatment; or to terminate services, treatment or medication at any time unless otherwise specified by law or court order.
- To received confidential treatment services to the extent allowed by law and in consideration of Agency limitations.
- To an explanation of the client files, to review his or her client file, to add any correction, objection, or addition to those records.
- To visit the family; receive family visits; have telephone contacts with the family unless otherwise stated in the services plan; as well as a safe storage place for personal property (for residential programs).
- To bring any comments or suggestions about the quality of services to the attention of a staff person of the Agency, and to be aware of the right of appeal as outlined in the Client Grievance Policy.
- To be informed of other relevant resources that are available in the community.
- To be free from exploitation in employment related training or gainful employment.

As a client of Lethbridge Family Services, you and/or the legal guardian have the following general responsibilities other than those specified in your individual service plan:

- To be actively involved in treatment/services.
- To inform the Agency of any change in address, phone number or income status if appropriate.
- To keep scheduled appointment and/or to cancel them with advance notice.
- To cover the agreed upon fees, if so required.
- To advise the appropriate Agency staff person of any intent to terminate services.
- To follow the procedures outlines in the Client Grievance Policy if dissatisfied with the services given.