

LETHBRIDGE FAMILY SERVICES

Plain Language - Client Rights and Responsibilities

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

- ④ To be treated with respect. This means that no one can hurt or abuse you and cannot take away your rights because of the things that make you different. These things are: race, skin color, country you come from, religion, gender, age, political beliefs, disability, health, how you earn money or your sexuality.
- ④ To be treated equally and have services that meets your needs.
- ④ To help plan your services, and to get a copy of the plan if you want.
- ④ To get help understanding what services you can have. This means you can say yes or no to services, change your services, or cancel services; unless your services have been court ordered.
- ④ To confidentiality.
- ④ To see your file and to tell someone if you think it is wrong or missing something.
- ④ To be in contact with your family unless it says you cannot in your service plan.
- ④ To have a safe place for your personal things (for residential programs).
- ④ To tell a Lethbridge Family Services staff person if you are unhappy with or have ideas about your services. Lethbridge Family Services has a policy about this; it is called the Client Grievance Policy.
- ④ To learn about other resources that is available in the community.
- ④ To be treated fairly when you are trying to find a job or have a job.

As a client of Lethbridge Family Services, you and/or your legal guardian have the following responsibilities:

- ④ To follow the responsibilities that is in your individual service plan.
- ④ To participate in your services.
- ④ To tell Lethbridge Family Services about any change in address, phone number or income status (how you earn money) if needed.
- ④ To keep your appointments and to cancel them with at least one day warning.
- ④ To pay for services, if it is needed.
- ④ To tell a Lethbridge Family Services staff person if you want to cancel services.
- ④ To follow the steps in the Client Grievance Policy if you are unhappy with the services given to you.