



# POLICY

<b>POLICY SECTION</b>	<b>POLICY NAME</b> Client Rights and Responsibilities	<b>POLICY SECTION</b>
<b>SUBSECTION</b>	<b>RESPONSIBILITY</b> COO	<b>APPROVED BY</b> CEO
<b>EFFECTIVE/REVISED DATE</b>	<b>LAST DATE REVIEWED:</b> November, 2020	<b>NEXT REVIEW DATE</b> November, 2021

## POLICY

Lumenus will ensure that all clients participating in programs and services of the agency, and especially those admitted to residence, and their families, are informed of their rights as defined in the Child, Youth Family Services Act, Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Act and Youth Criminal Justice Act, and Regulation 299/10. A review of these rights will be conducted on a regular basis, including at the start of service and during the client’s involvement with services and stay in residence.

### PROCEDURES:

Clients are informed of their rights at the start of service and/or during orientation. All clients are offered written information, which explains Client Rights and Responsibilities in a way that is simple to understand and/or translate. In addition, at intake and/or during orientation, the worker will explain the information in terms that clients and their families can understand and will offer an opportunity for clients to ask questions. Issues of client’s rights and responsibilities may come up at different times during a client’s participation in service(s). This includes whenever the intervention or treatment plan changes. When this occurs the primary worker/facilitator will again offer the written information and review its content to ensure that clients understand their rights and responsibilities.

Clients of Lumenus have a right to:

### Rights

All clients/parents/ caregivers of Lumenus have the following rights:

- To be treated with dignity and respect and free from discrimination, harassment, verbal or physical abuse;
- To be given information on how Lumenus staff will work together with you as per the agency's Philosophy of Service;
- To be fully informed regarding policies and procedures regarding privacy and confidentiality and the limits of confidentiality ( e.g.) Obligations by law or with respect to potential for/actual harm);
- To expect to be treated as an individual with a professional and caring response that recognizes and makes accommodations to reflect each individual's uniqueness including preferences based on developmental needs, sexual orientation, gender identity, ethnic, religious, spiritual, linguistic or cultural factors;
- To a safe environment that allows you to decide upon and plan your goals with your worker;
- To ask questions and make informed decisions;
- To know about and use the services and programs for which you are eligible;
- To revoke the release of information, or any other consent signed during the course of the service without fear of loss of service, quality of service or judgment;
- To decide how communications about/with you are shared (e.g. fax, email);
- To obtain information contained in the client record with reference to their child, themselves or regarding those for whom they have authority, in terms and language that is understandable;
- To know how Lumenus responds to situations regarding abuse as per the agency's policies;
- To have an interpreter if you are not being understood because of your language or abilities;
- To make a complaint or identify a concern about the agency, its services or a staff person and to receive a response in a reasonable amount of time;
- To be informed about the risk and benefits of services, and other services they may access or be eligible for and to be provided with help to access needed services elsewhere;
- To know how Lumenus may use and disclose their Personal Health Information and how LUMENUS secures and protects their Personal Health Information;
- To voice their opinion and participate in evaluation of the agency and the services received;

All residential clients of Lumenus have the following specific rights:

- To reasonable privacy;
- To receive mail;



- To receive visits;
- To have personal property;
- To receive religious instruction if you so choose;
- To participate in recreational activities;
- To have healthy food choices;
- To have clothing;
- To have access to medical and dental care;
- To have access to education that corresponds to their abilities;
- To be free from corporal punishment;
- To not be detained or locked up and not to be unduly restricted;
- To be informed of your rights;
- To be informed of the complaints procedure;
- To participate and have a say in planning with and about you and in any decisions affecting your life through Service Review/Plan of Care Meetings.

### **Responsibilities**

Clients of Lumenus have the following responsibilities:

- To participate in services;
- To respect staff, students, Volunteers and other clients, no matter their races, gender, sexual orientation, gender identify, ability, financial status, ancestry, family status or background;
- To respect the privacy and possessions of others, both staff and clients;
- To call in advance if you cannot attend the program or service appointments;
- To tell your worker if you decide to end service;
- To not bring weapons of any kind to the agency, to not destroy property that does not belong to you and to not become aggressive or violent with other people;
- To notify their service provider of potential risk or harm,
- To report discrimination or harassment;
- To tell us about any changes that we may need to be aware of such as address or telephone number change;
- To talk to your worker if you have any questions.

