


lumenus

 Mental Health, Developmental & Community Services
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POLICY MANUAL SECTION Service user Services		POLICY NAME Service user Rights and Responsibilities	POLICY NUMBER PS 802
POLICY MANUAL SUBSECTION	RESPONSIBILITY Strategic Director, Client Services	APPROVED BY CEO	
LAST REVIEW DATE June 2022	APPROVAL DATE April 2024	NEXT REVIEW DATE April 2026	

SCOPE

This policy applies to all service users who participate in Lumenus programs and services. This policy applies to all employees that provide intake/service coordination and have the responsibility to ensure that service users are fully informed as per this policy and that service user's record reflects this process is complete.

Depending on the scope and intensity of the service provided, employees may be required to provide greater detail and review these rights and responsibilities at regularly defined intervals – as appropriate to the complexity of the service.

The term 'service user' for the purpose of this document may refer to the program participant, (child, youth or adult), and/or their parent/guardian.

POLICY

Lumenus will ensure that all service users participating in programs and services of the organization, 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, 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 service user's involvement with services and stay in residence.

Service user/Parent/Caregiver Rights

All service users/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 them as per the organization'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 including, but not limited to, developmental needs, sexual



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- orientation, gender identity, ethnic, religious, spiritual, linguistic or cultural factors
- To be provided with a safe and secure environment that allows them to decide upon and plan their goals with their worker
- To have an interpreter if they are not being understood because of their language or abilities
- To be informed about the agency complaint policy in clear and understandable language and how to make a complaint or identify a concern about the organization, its services, or policies and procedures and to have a full understanding of how the agency address complaints the time frame for a response and how conflicts of interest are addressed.
- To be informed about how to make a complaint or raise a concern if a right is infringed upon by the organization including contacting the Ontario Ombudsman or RPAC (youth only)
- 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 organization and the services received
- To request service considerations that take into account their culture and identity

All Lumenus Live in Treatment service user have the following specific rights:

- To reasonable privacy
- To receive mail
- To receive visits
- To have personal property
- To receive religious instruction if they 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 their rights
- To be informed of the complaint's procedure
- To be informed of the agency's program description, in relation to cultural competency
- To participate and have a say in planning with and about them and in any decisions affecting their life through Service Review/Plan of Care Meetings
- To have a member of their community participate in planning meetings

Rights and Responsibilities for service users of Live in Treatment must be reviewed with the service user, staff and caregiver at the following intervals: at admission, and at the following intervals as calculated from the admission date: 30 days, 90 days, 180 days and every 180 days after that. During these rights reviews, the following must be covered by Lumenus employees in language suitable to the service users' understanding:

- The rights and responsibilities of service users
- The rules governing the day-to-day operation of the Live in Treatment program, including disciplinary procedures
- How to request a review of their placement through the RPAC (Residential Placement Advisory Committee) process



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- Lumenus's complaints procedure and the corresponding review procedures
- At admission and every 6 months thereafter, a review of the program description as it relates to cultural competency is required
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Responsibilities

Service Users of Lumenus have the following responsibilities:

- To participate in services;
 - To respect staff, students, volunteers and other service users, no matter their race, gender, sexual orientation, gender identify, ability, financial status, ancestry, family status or background
- To respect the privacy and possessions of others, both staff and service users;
- To call in advance, where possible if they cannot attend the program or service appointments
 - To tell the staff if they decide to end service
 - To not bring weapons of any kind to Lumenus, to not destroy property that does not belong to them 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 Lumenus about any changes that we may need to be aware of such as address or telephone number change
 - To talk to their worker if they have any questions.
 - To ask questions and make informed decisions about service and participation.
 - To know about and use the services and programs for which they 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 them are shared (e.g. fax, email). To obtain information contained in the service user 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 its policies

PROCEDURE

Service users are informed of their rights at the start of service and/or during orientation. For Live-In Treatment service users, rights and responsibilities are also reviewed at every service review/plan of care meeting, or at the above prescribed intervals (see program manuals for details). During this review, extra time is spent to ensure service users understand the Lumenus service complaint process, as well as the rules of the program and any disciplinary practices used. In addition, at admission, and every 6 months thereafter the program description is reviewed as it related to cultural competency. The date of the review is recorded in the client record.

All service users are offered written information, which explains Service user 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 service users and their families can understand and will offer an opportunity for service users to ask questions.

Issues of service user's rights and responsibilities may come up at different times during a service user'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

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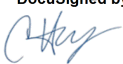


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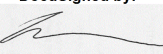
review its content to ensure that service users understand their rights and responsibilities. If the service user and/or family identifies areas where their rights and responsibilities are not being met, Lumenus will document the identified gap in service and work towards building the appropriate supports with the service user and/or family to ensure that the needs are addressed and resolved.

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6/3/2024

Chief Corporate Services Officer

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6/22/2024

Chief Executive Officer