

Client Rights and Responsibilities

Rights

Each client of KW Counselling Services has the following rights:

- To be treated honestly, with respect and dignity and without discrimination
- To receive services in a professional manner from qualified personnel
- To have their personal information kept private
- To receive information about the Agency's fee schedule at the start of service
- To a safe and secure service environment
- To raise issues of concern about the Agency, services rendered or counselling experience
- To be made aware of all significant policies and procedures related to the service received
- To give informed consent for all services received
- To access their personal information and to request corrections
- To have access to service regardless of their ability

Responsibilities

Each client of KW Counselling Services has the following responsibilities:

- To participate to their fullest potential in the service provided
- To treat all staff, interns, volunteers, other clients and property with respect
- To attend as scheduled and to provide sufficient notice should they be unable to attend a session
- To pay any fees for service as due
- To hold in confidence any information they learn regarding other individuals while at KW Counselling Services

From KW Counselling Services Policies & Procedures Manual

