

## **Program Policies and Procedures**

### **2.0 Programs and Services**

#### **2.0.3 Clients' Rights and Responsibilities**

Created:  
January 16, 2015

Reviewed:  
January 16, 2015

Revised:

### **Policy**

Each client of KW Counselling Services has the following rights and responsibilities:

### **Rights**

- To be treated honestly, with respect and dignity, and without discrimination, at all times;
- To receive services in a professional manner from qualified personnel;
- To receive information about the Agency's fee schedule at the start of service;
- To have their personal information kept private (except in cases where the law requires its release);
- 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 they receive from KW Counselling Services;
- To give informed consent for all services they receive;
- To know the contents of their case file(s) and to add to the record to correct inaccuracies.
- To have access to services regardless of their ability

### **Responsibilities**

- To participate to their fullest potential in the services 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.

Clients are informed of their rights and responsibilities, including their right to privacy, accessible services and making a complaint.