



Policy Type:	Employment Services
Policy Title:	Client Bill of Rights
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Responsibility:	Management Team
Policy Approved By:	Executive Director
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POLICY:

STRIDE asserts and promotes the dignity and worth of all of the people who use the services of STRIDE. This principle is embedded in the STRIDE Client Bill of Rights.

Every effort will be made to ensure clients are aware of this Bill of Rights and to assist clients to understand the contents of this Bill of Rights.

The Client Bill of Rights is available and posted in all STRIDE locations.

PROCEDURE:

Clients' Bill of Rights:

Right #1: Right to be Treated with Respect

Every client:

- 1) is a person first and has the right to be treated with respect, regardless of his or her race, culture, colour, religion, sex, age, mental or physical disability, economic status, sexual orientation, marital status, gender identity, legal status, political belief, or any other preference, personal characteristic, condition or state.
- 2) has the right to have his or her privacy respected.
- 3) has the right to be treated with respect in regards to their needs, wishes, values, beliefs and experience.

Right #2: Right to Freedom from Harm

Every client:

- 1) has the right to have services provided in a safe environment.
- 2) has the right to have services provided without threat of physical, sexual, verbal, emotional or financial abuse.

STRIDE reserves the right to alter, modify, amend or change the Employment Services policies and procedures at its sole discretion. Employees will be provided appropriate notice of any changes to policy.



- 3) has the right to have services provided free from harassment, retribution, punishment and exploitation.
- 4) has the right to services based on support, healing and recovery.

Right #3: Right to Dignity and Independence

Every client:

- 1) has the right to have services provided in a manner that respects the dignity, independence and self-determination of the individual.
- 2) has the right to private communication with others in accordance with the law.
- 3) has the right to confidentiality about personal information and records in accordance with the law.

Right #4: Right to Quality Services that Comply with Standards

Every client:

- 1) has the right to have services provided in a manner that complies with legal, professional, ethical and other relevant standards.
- 2) has the right to request information about services related to being a client of STRIDE.
- 3) has the right to fair and equitable access to a range of services.
- 4) has the right to cooperation and collaboration among service providers to ensure quality and continuity of client-centred care.

Right #5: Right to Effective Communication

Every client:

- 1) has the right to effective communication in a form, language and manner that assists the client to understand the information provided. Where necessary, this includes the right to a competent interpreter.
- 2) has the right to open and honest communication.



Right #6: Right to be Fully Informed

Every client:

- 1) has the right to all information about the client compiled by STRIDE including written information.
- 2) has the right to honest and accurate answers to questions relating to services at STRIDE.

Right #7: Right to Make an Informed Choice and Give Informed Consent to Service

- 1) service shall not be given without the client's informed consent (except in accordance with the law).
- 2) information about the service must be provided in writing upon request.
- 3) every effort must be made to promote understanding and access to information about proposed services.
- 4) consent can be withdrawn at any time, except in accordance with a court order.
- 5) every client is presumed to have decision-making capacity unless found to be incapable. If a client is legally found to be incapable of making decisions, his or her substitute decision-maker has the same rights as the client to informed consent.
- 6) consent must be voluntary and not obtained by coercion or misrepresentation.
- 7) every client has the right to be fully involved in service decisions including the identification of needs and planning of required services to meet those needs (this includes those considered incapable of making service decisions).
- 8) every client has the right to be involved in their discharge planning and to have access to information about various support options available in the community.

Right #8: Right to Support

Every client:

- 1) has the right to access confidential outside support when desired including counselling, rights advice, advocacy, legal counsel and other supports of his or her choice.
- 2) has the right to support from providers, peers and/or family.

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Right #9: Rights in Respect to Research or Teaching

Every client:

- 1) has the right to decline involvement in research at any time and to know that declining participation will not affect his or her access to service provisions.
- 2) has the right to give informed consent to participate in research, including all benefits and risks of participating.
- 3) has the right to be advised when students are involved and to decline student involvement in any part of his or her service.
- 4) who agrees to participate in research has the right to be informed of what the research study is about and the results of the research in summary form.

Right #10: Right to Make a Complaint

Every client:

- 1) has the right to make a complaint and access advocacy/support associated with making the complaint in accordance with the Client Complaint Policy.
- 2) has the right to make a complaint to an external organization as appropriate or applicable without retribution, harassment or prejudice.

DOCUMENT REFERENCE:

ES 5.5.2 Client Complaint Policy