

Clients' Rights: Access to Service and the Right to Self-Determination

Policy

Family Services Perth-Huron adopts in practice and in principle the opening paragraph from the Code of Ethics for Social Workers as developed by the Canadian Association for Social Workers:

“The profession of social work holds the worth, dignity and creative individuality of every human being as its primary value. Therefore, social workers shall not discriminate on the basis of race, colour, language, religion, age, sex, marital status, physical and mental handicap, economic conditions, national ancestry or political philosophy and affiliation and shall work towards preventing and eliminating discrimination. Social work affirms that society has an obligation to ensure that all people have access to resources, services and opportunities they require to promote their well-being. Social work affirms that each person has the right to self-determination with due regard for the interests of others.”

It is understood that **the principle of self-determination affords a client the right to discuss all pertinent aspects of an issue regarding his or her well-being** and through the therapeutic process to make as clearly as possible, choices regarding his/her well-being and to take the responsibility for the consequence of his/her choices.

Clients of Family Services Perth-Huron have **the right to confidentiality** in their dealings with staff and or volunteers of the Agency. Information is confidential except where required by legal reporting requirements, client's written permission or subpoena

Clients have **the right to request services** at Family Services Perth-Huron and will not be denied service due to insufficient income or inability to pay.

All clients ages 16 and over have **access to review the content of their records and may request a correction of inaccurate information and an addendum added to their records.**

Every client has a **right to appeal or complain** when they feel decisions concerning them or services provided to them are unsatisfactory.

Client rights are explained to clients by appropriate staff and or volunteers.

Interpreter Services The Agency will ensure that where there is any barrier to communication because of language attempts will be made to address the language barrier by providing a translator where possible.

FSPH is required to provide services in English only as Huron and Perth Counties are not designated as a French language area. However In the case where someone requires service in another language, every attempt will be made to provide a translator.

A verbal interpretation and support will be provided for whom English and French language facility or literacy is an issue.

See also *Customer Service – Serving Persons with Disabilities AODA Communications Policy*

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