



Family Services Perth-Huron

142 Waterloo Street South, Stratford, Ontario N5A 4B4

(519) 273-1020

Fax: (519) 273-6993

Email: fsph@orc.ca

“Our community strengthened one person, one family at a time”

Clients Rights Policy and Confidentiality

Policy:

Clients of Family Services Perth-Huron have the right to confidentiality in their dealings with staff and or volunteers of the Agency. As well, 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.

Clients rights are explained to them by appropriate staff and or volunteers. Information is confidential except where required by legal reporting requirements, client’s written permission or subpoena. Information may be disclosed for routine management, professional supervision, review, accreditation and quality assurance purposes, all bound to confidentiality.

Signature: _____
Client Client

Signature: _____
Witness Date (Month/Day/Year)

Signature: _____
Counsellor Date (Month/Day/Year)

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