

SECTION III:

SERVICE DELIVERY

Subsection: FRAMEWORK FOR SERVICE DELIVERY

Policy Title: Clients' and Families' Rights and Responsibilities

Policy Number: III, 1.4

Initial Date of President and CEO Approval: 2023-11-15

Last Review/Revision Date: 2023-11-15

Purpose

To describe the rights and responsibilities of clients and families; to support and guide the way services will be provided to clients and families.

Application

All Strides Toronto staff, management, students and volunteers.

Definitions N/A

Policy

Strides Toronto (the Organization) is committed to respecting the rights of persons served. Strides Toronto ensures the provision of written material that outlines the rights of clients and families including but not limited to the right to:

- be treated equitably, with dignity and respect and without discrimination,
- privacy and confidentiality,
- be served within a safe and secure service environment,
- make decisions about services and participation, including the right to refuse or discontinue service or participation,
- have communication pathways within the organization clearly identified, and
- make a complaint about the services they receive and/or give feedback that can aid Strides Toronto to plan new services or improve existing services.

Clients and families are always asked to participate actively in the planning of their services and to attend review meetings when necessary. Clients and families are invited to complete an evaluation survey while receiving service or after their service is completed or informally given an opportunity to give feedback on whether they found our services helpful and how we might improve our services or provide new services.

Clients and families also have responsibilities while participating in Strides Toronto services. Strides Toronto ensures the provision of written material that outlines the responsibilities of clients and families including but not limited to:

- telling us when they need to cancel or re-schedule an appointment,
- being an active and engaged partner in their care,
- being respectful of others' points of view,
- abiding by program rules,
- ensuring their own behaviour does not impede safety in program spaces, and

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- respecting the privacy of other clients who they might encounter while receiving services.

Procedures

1. Staff will orient Strides Toronto clients and families to their rights and responsibilities using the written material provided in all Client Welcome and Orientation Packages, which will include information about:
 - privacy and confidentiality
 - the requirement of consenting to service and how to place limits on or withdraw consent,
 - a list of emergency services that can be accessed
 - how to raise concerns, questions, ideas or make a complaint and timeframes for response
 - related brochures and other relevant materials
2. Staff will discuss with clients and families any significant changes to their service, ensuring that clients understand the benefits and considerations of these changes and/or new interventions while also providing any other information that may be relevant to the change (e.g., right to informed consent).
3. Client and family rights and responsibilities are publicly accessible via posters located prominently in all primary client service areas, and on the Strides Toronto website. This content will be in English and French and may also be in other languages as deemed appropriate to serve clients and families.
4. Client and family rights and responsibilities are reviewed regularly with clients and families in the Live-in Treatment programs.
5. Staff working with clients in the children's Live-in Treatment program will also provide and review the children's rights booklet, IF IT'S WRONG, RIGHT IT individually with each client at the time of admission and throughout treatment as deemed appropriate.
6. Clients and families will have the opportunity to provide feedback to direct service staff on their satisfaction level over the course of service, and by receiving an anonymous Client Satisfaction Questionnaire at the end of service. Some clients and families may also be invited to participate in focus groups or individual consultations that may be used from time to time to obtain feedback from clients and families.

Cross References

Consent to Service policy

Feedback and Formal Complaints policy

Recording Standards and Expectations policy

Appendices N/A