

# **Newton Advocacy Group Society**



## **CLIENT RIGHTS AND RESPONSIBILITIES**

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## **CLIENT RESPONSIBILITIES**

Failure to meet responsibilities may result in termination of service. Your responsibilities as a client are:

1. To follow schedules and rules of the program whose services you are using.
2. To let program staff know if you are unable to keep a scheduled appointment and to take responsibility for rescheduling.
3. To participate in partnership with staff and other clients (where appropriate), taking responsibility for your interactions and reactions.
4. To inform us (through the grievance process) if you feel that any staff member has breached the code of ethics, confidentiality or have treated you unfairly.
5. To respect the rights, dignity and confidentiality of other people you may come into contact with through your involvement with Newton Advocacy Group Society.
6. To refrain from any behavior that compromises the safety of other clients or program staff.

# **CLIENT COMPLAINT PROCEDURES**

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## **STEP I**

If you have a complaint about your worker, the program or the agency, tell your worker about it. If you and your worker cannot agree or you are not comfortable talking to your worker, go to Step II.

## **STEP II**

Contact the Program Manager (your worker's boss) and tell them about your complaint. You will be given their phone number by your worker or you may call the N.A.G.S. main office at 604-596-2311. The Program Manager will get back to you within seven (7) working days. If you and the Program Manager cannot agree, go to Step III.

## **STEP III**

Contact the Executive Director (the Program Manager's boss) and tell them about your complaint. You will be given the phone number by the Program Manager. The Executive Director will get back to you within seven (7) working days. A decision in writing will be given to you within three (3) working days. If you do not agree, you will be given the phone number of the Executive Director. The Executive Director will get back to you within seven (7) working days.

# **CLIENT COMPLAINT PROCEDURES** cont'd

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## **STEP IV**

The Chair of the Board of Directors will contact you to discuss your concerns and potentially set up a meeting. Following the meeting, the Chair will take your concerns and the comments of the Executive Director to a meeting of the Board of Directors for its review and decision. The decision will be forwarded to you in writing within three (3) working days of their decision. The decision of the Board is final.

### **Please Note:**

At Step II, if both parties agree, the complaint process can proceed directly to Step V.

Also, if time is of the essence, time lines can be collapsed and steps combined.

## **CONFIDENTIALITY**

Client information is confidential. Your personal information is used strictly for providing service to you and for assessing the quality of our service to you through the Continuous Quality Improvement (CQI) process and accreditation. File readers for CQI and accreditation are required to sign an oath of confidentiality.

## **CONFIDENTIALITY cont'd**

Your written consent will be requested if information from your file is to be sent to someone else or if you or your family is to be observed, audio-taped or video-taped. You may request copies of written material sent to others. You may request an appointment to see your file.

### **Please Note:**

#### **Exceptions to Confidentiality**

- ◆ If there is a reason to believe that anyone under the age of 18 years needs protection from abuse (physical, sexual or emotional) or neglect, that information must be disclosed to the Ministry for Children and Family Development.
- ◆ If a client expresses an intention to harm his/herself or someone else, we must disclose that information as necessary to prevent the harm from occurring.
- ◆ If someone on the premises appears unfit to operate a motor vehicle and we have reason to believe that he/she intends to do so upon leaving the premises, we must notify the police.
- ◆ If a statute or a regulation requires us to disclose information, we must comply.
- ◆ If we are served with a valid subpoena, court order or search warrant, we must comply.
- ◆ If a client provides us with a valid consent to the release of information, we must comply with his/her instructions.

# CLIENT BILL OF RIGHTS

1. You have the right to feel safe in our programs.
2. You have the right to progress through our program at your own level of comfort and understanding.
3. You have the right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs.
4. You have the right to be informed of your human, legal and civil rights and to speak up when you feel they have been violated.
5. You have the right to be informed about the policies of this agency that have a direct impact on you.
6. You have the right to be informed and included in decisions made about you and your family.
7. You have the right to have your personal information kept confidential.
8. You have the right to share concerns about the service you are receiving.
9. You have the right to be informed about other resources should you decide to leave the program.
10. You have the right to refuse service.

**N.A.G.S. staff will explain each of these rights to you and how the Program ensures your rights while you are being provided with service.**