

CONSENT TO RECEIVE SERVICE

The Family Resource Association recognizes the importance of mutual respect, safety and trust in our relationship with our clients. We strive to provide services that are accessible and flexible to the needs of the persons we serve. Service hours may vary among the programs offered, including evening/weekend hours.

Client's Rights

1. To receive services in an honest and respectful manner.
2. To access services and receive accurate information that permits them to make healthy life choices.
3. To receive services in a safe and healthy environment.
4. To receive a confidential service (*as stated in the FRA Confidentiality Policy*)
5. To access their file in accordance with the *Freedom of Information and Protection of Privacy* Legislation.
6. To be informed of changes in the appointment times.
7. To provide feedback and evaluate the services received.

Client's Responsibilities

1. To treat the FRA staff and others receiving service in a safe and respectful manner.
2. To inform the service provider of anything that may affect the service delivery plan or personal safety.
3. To respect the confidentiality of others receiving service.
4. To honour the service environment in a way that is not disruptive to others.
5. To inform the service provider of any cancellations or changes to appointment times.

Service Provider's Rights

1. To be treated in a safe and respectful manner.
2. To be informed of anything that may effect the health and/or safety of the service provider and staff.
3. To deny or discontinue service to clients if feeling unsafe, threatened, or otherwise harmed.
4. To be informed of any concerns regarding the quality of service delivery.
5. To be informed of any cancellations or changes in appointment times.

Service Provider's Responsibilities

1. To provide services in a safe and respectful manner.
2. To inform the client about their rights and responsibilities with regard to FRA.
3. To honour the service environment in a way that is not disruptive to other staff and clients.
4. To honour the personal safety of staff members and clients and to discontinue services if personal safety is threatened.
5. To work in partnership with the client to develop and achieve service goals.
6. To respect the client's confidentiality or others receiving service.
7. To inform the client of any cancellations or changes to appointment times.

FRA Confidentiality Policy (*12 years & older)

Client information is privileged and confidential and will not be shared without signed consent except for the following reasons:

- A child or youth is suspected of being abused or is believed to be in danger of being abused;
- A person is believed to be at risk of harming her/himself or others;
- A court requires evidence by law; and
- For supervision purposes in order to maintain quality assurance.

I have read, understand and agree to the terms of receiving service and I am aware that I can discontinue service at any time.

I have received the FRA Handbook. Yes No

Client's Signature (*12 years & older) _____ Date: _____

Parent/Legal Guardian: _____ Date: _____

Service Provider: _____ Date: _____