

# KOOTENAY KIDS SOCIETY

CLIENTS RIGHTS  
AND RESPONSIBILITIES

## YOU HAVE THE RIGHT TO:

- Be treated with courtesy, dignity and respect, and without regard to race, gender, religion, age, or disability.
- Privacy and confidentiality, except for legal and ethical limitations, or when you have given informed consent to obtain or release information.
- Be considered the expert in your own life experience, which will be demonstrated by:
  - Gathering information primarily from you in assessment of the issues.
  - Including you in planning services, setting goals, and a regular review of those goals.
  - Accepting your decision to participate in or to refuse some or all services offered (unless under a court order).
  - Being part of the decision to end services or plan follow-up services.
- Have access to your own personal information in your file by appointment with the program supervisor.
- Information about services and any fees charged prior to beginning a program.
- Express a complaint or concern about the services you receive.
- Request reasonable accommodations to support your participation in programs

## YOU HAVE THE RESPONSIBILITY TO:

- Be drug (including cannabis) and alcohol free when attending Kootenay Kids programs or visiting our facilities.
- Supply relevant and reasonable information to allow Kootenay Kids to determine service needs and to assist with developing and carrying out of the service plan.
- Be actively involved in all aspects of your services.
- Inform staff of any medical condition, disability or cultural need that requires our awareness or accommodation in service provision.
- Ensure that all medication is secured properly and safely away from others.
- Treat others with fairness, honesty and respect, including:
  - Maintaining the confidentiality and privacy of other clients.
  - Refraining from any activity which threatens or endangers other clients, staff members or visitors.
  - Complying with Kootenay Kids Society rules, policies and requests.
- Inform the program if you are unable to attend an appointment or will be late.
- Let the program know if your address/telephone number has changed.
- Give notice if you are no longer going to participate in services.
- Direct complaints to the proper authority.

## LIMITS OF CONFIDENTIALITY:

- Suspected or confirmed child abuse or neglect must be reported to the Ministry of Children and Family Development.
- You present a danger to yourself or others (e.g. suicidal, making threats, driving while intoxicated.)
- Court order for the release of records or for testimony.
- WorkSafe may obtain information if you have a claim.
- Reporting to funders if required.
- Supervision, quality improvement or accreditation processes at Kootenay Kids. All staff are required to sign an oath of confidentiality and are expected to maintain confidentiality.
- If you are a minor under the age of 14, your parent/guardian will have access to your file.

## COMPLAINT PROCESS:

- Begin by discussing your complaint with the person you have the disagreement with, or speak to their supervisor.
- If the complaint is not resolved, request information on the formal complaint process from any staff or the front desk at:

**The Family Resource Centre**  
**312 Silica Street, Nelson, BC**  
**Phone: (250) 352-6678**

You will receive the Kootenay Kids Society Complaint Resolution form and the client complaint procedure.