

Client Bill of Rights Policy

CSC is committed to ensuring Clients are aware of their rights and responsibilities, and that they know how to exercise those rights. We communicate the Bill of Rights to Clients and ensure that these rights are fully respected by Volunteers and Employees.

A copy of the Client Bill of Rights will be provided to Clients, is available for public viewing in the waiting rooms of all CSC office locations, and posted on our website.

CSC will ensure that Volunteers, Employees, Brokered Workers, and Independent Contractors associated with CSC are aware of, and know where to access a copy of, the Bill of Rights.

CLIENT BILL OF RIGHTS

Every Client of CSC has the right to:

1. access CSC services regardless of age, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex/pregnancy, sexual orientation, gender identity and expression, family status, marital status, mental or physical ability, or financial circumstances, in an environment free from discrimination or harassment;
2. be treated in a courteous and respectful manner, and to be free from mental, physical, and financial abuse;
3. be treated in a manner that respects the person's dignity and privacy and in a way that promotes his/her autonomy;
4. be treated in a manner that recognizes his/her individuality, and is sensitive to and responds to the person's needs and preferences, including ethnic, spiritual, linguistic, familial, and cultural factors;
5. receive information about the services provided and who will provide them;
6. participate in the assessment by CSC of his/her needs, the development of the plan of service, and in subsequent evaluations and revisions;
7. give consent to, or to refuse consent to, the provision of the service;
8. voice concerns or recommend changes about the services provided or about the policies and decisions that affect their interests to CSC, government officials or any other person without fear of interference, coercion, discrimination or reprisal;
9. be informed of the laws, rules, policies, and procedures affecting the operations of CSC and to be informed in writing of the procedures for initiating complaints about CSC;
10. have their records kept confidential in accordance with the law; and,
11. appeal decisions regarding the provision of service.

Approved by the Board of Directors
August 21, 2014

Reviewed November 3, 2015, October 27, 2016

