



Family
DYNAMICS
FAMILY DYNAMICS INC.
CLIENT RIGHTS POLICY

Family Dynamics Inc. adheres to the Human Rights Code and therefore makes its services available without discrimination because of ancestry, including colour and perceived race, nationality, ethnic background, religion or religious affiliation, age, sex including pregnancy and the possibility of pregnancy, gender determined characteristics, sexual orientation, marital or family status, source of income, political beliefs, or physical and mental disability.

- Clients must be informed of their rights.
- Clients must be informed of the expectations and limitations of services.
- Clients have the right to be treated with dignity and respect in a safe, accessible and confidential environment.
- All services are voluntary and the client may stop services at any time.
- Clients must be informed of their fee, if any, and expected payment schedule.
- Clients have the right to appeal their fee.
- Clients have the right to know service is delivered by service personnel that meet agency and program standards.
- Clients have the right to review the content of their records.
- Clients have the right to request correction of inaccurate information as an addendum to the original entry.
- Clients have the right to complain or appeal about any aspect of the service.
- Clients have the right to have all information kept confidential, except where the client has given a specific signed consent or when release of information is required by law.
- Clients will be informed of resources available after hours.