

## **Orientation Information for Person Served**

The Family Resource Association recognizes the importance of mutual respect, safety and trust in our relationship with the people we serve. We strive to provide services that are accessible and flexible. Service hours may vary among the programs offered, including evening/weekend hours. Reception hours are Monday through Friday, 9am – 4:30 pm.

## **Rights of Person Served**

1. To receive private, confidential services in a safe and healthy environment that ensures that they are free from abuse, financial or other exploitation, retaliation, humiliation and neglect.
2. To have their information kept private and confidential.
3. To access their file in a timely manner and according to the Association's Persons Served Access to Case Records policy
4. To make a complaint and receive a timely response as per the Agency's Complaints Policy
5. To provide feedback and evaluate the services received
6. To be treated with respect, dignity, fairness and cultural sensitivity.
7. To be involved in service planning.

## **Responsibilities of Person Served**

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.

## **FRA Confidentiality Policy**

The agency maintains a standard of strict confidentiality regarding all information pertaining to

## **Consent to Receive Service**

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the person served. In order to ensure high quality and effective services, information regarding person served may be shared with other FRA personnel during file review, consultation with other FRA service providers, and clinical supervision when relevant and appropriate.

Statistical information regarding the person served is used for reporting to our funders and at times for research purposes. No identifying information will be shared.

Information of persons served will not be shared with anyone outside of FRA without written signed consent except for the following reasons (indicated above and):

- 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.

## **Service Providers Code of Ethics**

1. Regard the well-being of the people they serve as their primary professional obligation.
2. Carry out their professional duties and obligations with integrity and objectivity.
3. Fulfill their obligations and responsibilities to FRA and funding sources.
4. Be competent in the performance of the services and functions they undertake on behalf of the people they serve, being aware of their own limitations and refer out as required.
5. Respect the intrinsic worth of the people they serve in their professional capacity.
6. Not exploit the relationship with a person served for personal benefit, gain or gratification.
7. Adhere to the confidentiality policy.
8. Recognize and prevent situations where a conflict of interest may jeopardize their professional judgment.
9. Endeavour to promote excellence in their social service profession.
10. Uphold the Mission Statement.

## **Ways in Which You Give Input into the Work:**

### **The Assessment Process:**

- Your service provider will work with you to gather relevant and sufficient information to permit you both to develop an effective service plan.

### **Service Plan:**

- Your participation is crucial to the development of your service plan.
- Your service plan is developed with your service provider at the beginning of your work together.
- Your service plan guides the work you will be doing with your service provider and is comprised of your goals, interventions to be used, how the work will be done, who will be responsible for the work, and the expected timeline.

### **Achievement of Your Service Goals:**

- The goals of service are to be determined by you with assistance from your service provider.
- Various interventions will be available to you and will be determined by you in conjunction with your service provider.
- You are encouraged to communicate to your service provider if the interventions are helping you toward the achievement of your service goals, or if you feel there needs to be a change in the service methods.
- You are encouraged to work with service provider to change the service goals and plan when you feel this is necessary and beneficial in achieving your goals.

### **Quality of Service:**

- Your feedback is appreciated on an ongoing basis with your service provider.
- You will be asked to provide us written feedback on the service provided through short surveys at six month intervals, at the end of service and with a follow up phone survey.

### **The Complaints Process:**

- **Making a complaint will not result in any form of retaliation on the part of any employee or agent of FRA.**

- If you are not satisfied with the service provided your first step, whenever possible, is to talk directly to your service provider regarding your concerns.

- You have the right to have a support person with you when making a complaint.

- If your concerns are not resolved by talking to your service provider, the next step is to make an appointment to discuss the issue with FRA's Executive Director, Deborah Joyce, by calling her at 752-6766 ext. 201.

- The Executive Director shall seek to resolve issues raised in the complaint through informal or formal mediation involving you and staff member. The Executive Director shall provide you with a written response to a complaint within five working days.

- If you are not satisfied with the response from the Executive Director, you have the right to appeal to the FRA Board of Directors in writing or in person. The Executive Director will make this arrangement for you. The Board of Directors will investigate the complaint and will provide you with a written response within ten working days.

- You have the right to lodge complaints at any time with the:

1. Provincial Child and youth Advocate (1-800-476-3933) or
2. The Provincial Ombudsman (1-800-567-3247)

### **Important FRA Policies to be aware of:**

- **The use of seclusion or restraint** is not permitted by any FRA staff please see Non Violent Practices Policy.

- **Smoking** is only permitted outside of FRA building and must be kept at least 3 meters away from any building entrance (as per the Tobacco Control Act).

- **Illegal Drugs** are not to be brought onto FRA property or into any FRA activity. **Prescripti**

#### **on Medication**

must be kept in ones personal belongings and stored in a manner that does not pose a risk to others.

- **Weapons** are not to be brought onto FRA property or into any FRA activity. Weapons include, but not limited to: firearms, knives, brass knuckles, clubs, martial arts devices.