



Reach Child and Youth Development Society (REACH)
Family Rights and Responsibilities

Child's Name: _____

SERVICE PROVISION

Your Rights Related to the Services You are Receiving:

- We will treat you respectfully.
- We will not discriminate against you because of your race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.
- Everything you tell us, or we find out through working with you, will be kept private. The only times we can share the information is for legal or ethical reasons, or when you have told us we can by signing an informed consent form.
- We will consider you, not us, as the expert in your child's life.
- You will be the most important source of information about your child.
- We will not plan services or set goals without your direction and partnership.
- We will accept your decision about whether you want, or do not want, service.
- We will make sure that you are part of the planning to end services.
- You can see your own personal information in your file at any time. Just call and make an appointment.
- You can make a complaint about your service by speaking with the person working with you and their supervisor.
- If you are not happy with the result when you complain, you can go further and make a "formal grievance". You can get the information from your program's supervisor or from the front desk. There will not be any loss of service or any other bad consequences because you complain.
- You will have freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

Your Responsibilities Related to the Services You are Receiving:

- In order for us to help you, you need to provide us with information related to the services you are receiving.
- You need to be actively involved in the service.
- You need to tell us about any medical condition or need that we should know about or that might require us to change the way we provide your service.
- You must treat us, and others you meet through our services, fairly, honestly and with respect. This includes:
 - Keeping things private;
 - Not doing anything that threatens or might harm others;
 - Respecting our policies and clinical recommendations and making efforts to follow those recommendations. This includes the use of positive approaches with children and not using methods like spanking that interfere with positive outcomes for children. REACH acts in accordance with the Canadian Psychological Association position that:
 - "Physical punishment has been consistently demonstrated to be an ineffective and potentially harmful method of managing children's behaviour. It places children at risk of physical injury and may interfere with psychological adjustment."
 - Telling us ahead of time when you can not make an appointment or if you are going to be late, or if your phone number has changed or if you do not want to participate in service anymore.

- Telling us ahead of time when your child or anyone in your household who may come in contact with our staff is sick as your services may be need to be postponed. This will prevent REACH staff from becoming ill and also from passing any sickness on to other children and families.

REACH may cancel service or put service on hold if the family responsibilities are not met and agreement cannot be reached. If this happens, REACH will make every attempt to help the family get the services they need and make sure that the safety of the child is not at risk.

Sometimes we have to share information about you and it won't be kept private.

This happens when:

- We need to make sure that your services do not conflict and that your service is the best we can offer.
- We suspect that child abuse or neglect is taking place. We must report this to the Ministry for Children and Family Development.
- There exists danger to yourself or others, such as suicide threats or drunk driving.
- The court orders us to release information.
- In order to improve the services of the Association or when it is needed by Surveyors who come to REACH to review our services. All staff associated with this review are specially trained and will keep all information private.
- If you are under the age of 14, your parents/guardians will be able to see your file.

You will be informed in writing should there be other exceptions in the specific program(s) you attend.

Conflict and Grievance Process (what to do when you have a complaint):

- You have a right to have an advocate support you and your concerns.
- First talk to the employee you have a problem with, or speak to their supervisor.
- If you do not resolve the problem, request information on the "Formal Grievance Process" from the front desk. You can call, come in person or email or fax your request. You will receive a response to your complaint within 10 working days.

I have read and understood the Family Rights and Responsibilities.

 printed name of parent or guardian

 signature of parent or guardian

Effective date: _____
 month / day / year

It is required that the Family Rights and Responsibilities be reviewed once every year.

The next review date is: _____
 month / day / year

Any personal information provided to Reach Child and Youth Development Society is collected and used in accordance with British Columbia's Personal Information Protection Act (PIPA). For details of our privacy policy, please contact us at 604-946-6622 or email info@reachchild.org.