



Reach Child and Youth Development Society Family Rights and Responsibilities

Child's Name: _____

"BELIEVING IN POTENTIAL"

Program: _____

Your Rights:

- We will treat you respectfully.
- We will not discriminate against you because of your race, religion, gender, sexual orientation, age, or disability.
- 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 don't want, service.
- We will make sure that you're 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 don't resolve the problem, you can receive the "Formal Grievance Procedure and Form". The procedure and form are available both on the website and at the front desk. You can download the form, call for a copy to be mailed, come in person, email or fax your request. Once you give the form back to us, you will receive an acknowledgement of your form within 2 day and from there, we will then work to resolution within 7 working days.
- You will have freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

Your responsibilities:

- In order for us to help you, you need to give us all the information that is related.
- 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;

