



Information on Client Rights

Welcome to the Langley Children's Society. The following information will help you better understand the services and your rights as a client with this organization.

Employees

Within the Langley Children's Society, employees are qualified by background, education and experience for their positions. We invite you to inquire about your programme staff's training and qualifications.

Confidentiality and the Duty to Report Policies

- Programme staff will conduct all business in a confidential manner.
- Material kept in your child's file is confidential.
- Reports that we create can only be released to other professionals working with your child with your written permission. You can request a copy of any written report that we create to be sent to another professional working with your child with your written permission. In the absence of a court order restricting the distribution of information, written materials are available to both parents of a child.
- You may request to see your file at any time mutually convenient to yourself and to programme staff.
- Children's paper records are maintained in fire proof, locked filing cabinets.
- Children's electronic records are maintained on password protected computers.

Staff will request your written consent if you or your family members are to be observed, photographed or video-taped. You are under no obligation to consent to any of these activities.

Legally, individuals must report to the appropriate authorities if any of the following occurs:

- Reasonable grounds to indicate a child is in danger, neglect, being abused or in need of protection; reportable to the Ministry of Children and Family Development.
- Court order or subpoena.
- Individual is known to have a communicable disease listed in the Communicable Diseases Act; reportable to the Department of Health.
- Individual is known to have a medical condition that may affect the safe operation of a motor vehicle and that individual continues to drive; reportable to Police.
- Individual's condition or statements indicate that he/she poses serious danger to another individual or to the community; reportable to the Police.

Complaints Policy

You may have cause for concern or disagree with the way in which services are provided to your child. Should that occur we encourage you to express your concerns with the staff member involved with confidence that concerns will not adversely affect the services provided to your child.

If the matter is not resolved to your satisfaction please speak with the programme Supervisor or Executive Director of the Langley Children's Society at 604-534-1155, ext 101.

The Langley Children's Society will commit to take action on all complaints and issues within thirty days of notification of a complaint.

Programme Evaluation

Each year you will have the opportunity to fill out a questionnaire regarding your satisfaction with the programme delivered. You will also be asked to complete a survey when your child's file is closed with the programme.