**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| --- | --- |
| Section: | Program |
|  |  |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Client Rights Policy

**Policy:**

It is the policy of the Women’s Counselling Centre that clients will be treated with dignity and respect.

**Procedure:**

All clients of the Women’s Counselling Centre have rights.

A copy of the Client Rights will be given to each new Client upon admission and posted throughout the Centre.

A copy of the Client Rights will be posted in prominent places throughout the Centre.

A copy of the Client Rights is attached.

**The Salvation Army**

**Women’s Counselling Centre**

## Client Rights

You have the right to be safe.

You have the right to be treated with respect, dignity and compassion.

You have the right to support.

You have the right to learn, heal and grow.

You have the right to informed consent.

You have the right to refuse service and participation.

You have the right to ask questions about our services.

You have the right to confidentiality.

You have the right to as much privacy as we can reasonably provide.

You have the right to expect that your complaints will be taken seriously and dealt with promptly.

You have the right to excellent care.