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Subject:	Rights and Responsibilities of Participants, Patients, Staff, Placement Students and Volunteers		
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References:	CCA Standard ORG-PS-5.2, ORG-PS-2.2, ORG-PS-2.1, ORG-PS-2.3, ORG-PS-1.1, ORG-PS-1.4, ORG-HR-3.1, ORG-SYS-4.2, ORG-SYS-3.4, PH-SAF-1.1, PH-SAF-1.2		
Policy References:	Ethics Policy		
Approved by:	Executive Director		

20. RIGHTS AND RESPONSIBILITIES OF PARTICIPANTS, PATIENTS, STAFF, PLACEMENT STUDENTS AND VOLUNTEERS

This policy statement describes a code of ethical conduct or expected behaviour and the rights and responsibilities of participants, patients, staff, placement students and volunteers in all aspects of Langs. The purpose of the policy is to encourage behaviours on the part of participants, patients, staff, placement students and volunteers to build a healthy community.

Rights of all Participants, Patients, Staff, Placement Students and Volunteers

- To be treated respectfully, fairly and with dignity.
- To have individual differences respected which may include various ethnic, psychological, spiritual, language, family, gender, sexual orientation or cultural issues.
- To feel safe and be free from any form of abuse.
- To feel accepted and included.
- To express opinions and be heard in a manner that is open, honest and accepting.
- To have privacy and confidentiality respected.
- To know what is expected, acceptable behaviour and to know the consequences of unacceptable behaviour.
- To receive the support of colleagues, participants, patients, the board of directors and the community.
- To provide feedback on services and programs in the organization.

Responsibilities of all Participants, Patients, Staff, Placement Students and Volunteers

- To be committed to fulfilling Langs' vision, mission, principles and values.
- To conduct themselves according to Langs' Ethics Policy.
- To be committed to a holistic approach to health.
- To be committed to attending appointments as directed to ensure continuity of care.
- To be accountable for their actions and decisions.
- To promote behaviour that ensures a safe environment.
- To treat others with respect, fairness and dignity.
- To not abuse the power invested in each of us.
- To be punctual.

- To inform the organization of the need to correct or change personal information.
- To inform a supervisor of a breach in confidentiality of personal information.
- To uphold the organization's privacy policy and practices, ensuring confidentiality and the security of information.
- To use email and social media in a respectful, inclusive, accessible and professional manner to inform staff of health and safety concerns.
- To be committed to the holistic approach to health and wellness.

Rights of Participants and Patients

- To be fully informed regarding all aspects of care.
- To be informed of the laws, rules and policies affecting the operation of the organization.
- To choose to participate in programs.
- To be informed and have access to the full range of Langs' programs and services.
- To choose to limit the information that is shared.
- To refuse treatment and to be informed of the consequences.
- To withdraw consent, which may then limit Langs from providing programs and services.
- To determine with whom Langs can share personal information, unless mandated by law.

Responsibilities of Participants and Patients

- To be on time for appointments.
- To give 24 hours' notice when cancelling an appointment.
- To participate in and take ownership for their care and health, including attending appointments.
- To be accountable for behaviour and actions, and accept consequences of behaviour.
- To be responsible for their own health care by following through with instructions of their health care provider.
- To participate in the service provider's assessment of his or her requirements.
- To provide necessary information to staff and administration concerning relevant aspects of personal mental, physical and financial status, as well as custody and access, and to keep them informed of any changes in these.
- To give staff an opportunity to correct a complaint or grievance by speaking to them directly.
- To be responsible for informing staff or volunteers of their special needs, and for problem-solving.
- Parents are responsible for being supportive of behaviour policies regarding their child.

Rights of Staff

- To have adequate ongoing training and support.
- To have a comprehensive orientation.
- To receive support, direction, appropriate feedback and evaluation from their supervisor.
- To have access to a fair and equitable conflict resolution system.
- To be recognized and appreciated.
- To refuse work if it is an occupational health and safety concern.
- To be informed of the specific needs of participants and patients.
- To be fairly compensated within the organization's means.

Responsibilities of Staff

- To build strong relationships by providing excellent customer service.
- To participate in problem solving and conflict resolution.
- To undertake professional development and continuously develop their own skills.
- To work collaboratively as a team member with staff, supervisors, volunteers, participants and patients.
- To provide pertinent information to participants and patients so they may make informed decisions about their health and lives.
- To recognize and build on individual and community skills and strengths.
- To develop and implement a variety of high quality programs and services.
- To acknowledge and encourage positive behaviour as a role model to develop and provide safe, inclusive programs and services.

Rights of Placement Students and Volunteers

- To have adequate training, support, direction and feedback.
- To have a comprehensive orientation.
- To have roles and responsibilities that are meaningful and satisfying to them.
- To decline a suggested placement and be given other options if available.
- To have their work recognized and appreciated.
- To have resources available to do their work.
- To choose their hours of commitment based on organizational need.

Responsibilities of Placement Students and Volunteers

- To perform their role to the best of their ability.
- To inform their supervisor of issues regarding safety or inappropriate behaviour of participants and patients.
- To inform their supervisor in advance when unavailable to fulfill their commitment.