

Your Rights & Responsibilities

At Family Service Regina (FSR), we are committed to providing safe, respectful, inclusive, and person-centred services.

Your Rights

As an FSR client, you have the right to:

- Be treated with dignity, respect, and fairness, without discrimination.
- Receive services in a safe, welcoming, and confidential environment.
- Receive information about services, fees (if applicable), waiting times, program limitations, and the qualifications of your counsellor or service provider before services begin.
- Understand how your personal information is collected, used, and protected, including the limits of confidentiality.
- Participate in decisions about your services and make informed choices about your care.
- Request a different counsellor or service provider where reasonably possible.
- Access your personal information and request corrections in accordance with FSR policy and applicable legislation.
- Ask questions or raise concerns about your services without fear of retaliation.
- Make a complaint regarding the services you receive and have your concerns addressed fairly and respectfully.
- Refuse or discontinue services at any time.
- Receive services that respect your culture, identity, language, beliefs, and individual needs.
- Speak with an Intake Worker, Supervisor, or Chief Executive Officer (CEO) within one business day, where reasonably possible.

Your Responsibilities

To help us provide the best possible service, we ask that you:

- Treat staff, volunteers, students, and other clients with dignity and respect.
- Respect the privacy and confidentiality of other individuals receiving services.
- Participate in your services to the best of your ability.
- Provide accurate information that supports safe and effective service delivery.
- Attend appointments as scheduled or provide as much notice as possible if you need to cancel or reschedule.
- Pay any applicable service fees as agreed.
- Follow program expectations and contribute to maintaining a safe and respectful environment for everyone.

Safety

FSR is committed to maintaining a safe, respectful, and welcoming environment for clients, visitors, volunteers, and staff. FSR reserves the right to refuse, suspend, or discontinue services where an individual's behaviour presents a risk to the safety, well-being, or rights of staff, volunteers, clients, or others, or where services cannot be safely provided.