

# Parents *by Choice*

## Client Rights

Parents by Choice clients, no matter the program or service, have the following rights:

- ◆ To be treated in a fair and equitable manner
- ◆ To receive services in a respectable, non-discriminatory manner
- ◆ To receive services that are responsive to cultural and linguistic differences
- ◆ To receive services in a non-coercive manner and a right to self-determination

Clients are responsible for:

- ◆ Providing relevant information as a basis for receiving services
- ◆ Their behavior, speech and actions, which should be respectful of others

Anyone served by Parents by Choice can submit a grievance in writing to the program supervisor or manager. All grievances should be in writing, complete with date and nature of the grievance with contact information for the grievant. Parents by Choice will follow their Policy and Procedures 1-13, Client Grievances and Complaints. A copy is available upon request. Clients can also make suggestions using the suggestion box located in the lobby.

Parents by Choice has the right and responsibility to enforce program rules and expectations in a consistent manner. Each program has program specific client rights and responsibilities, ask your worker for a copy.

