



Client Rights; Feedback, Complaints & Review Process; and Respecting the Homes of the People We Serve

2021 Policy Bulletin

This Policy Bulletin document summarizes Sunbeam Community & Developmental Services (SCDS) current policies around the Rights of Persons-Served (CL-or-006), the policy on our Complaint and Review Process (CL-or-007; AD-ge-111; and AD-ge-117) and the policy on Respecting the Homes of the People we Serve (CL-or-005). As per ONT REG. 299/10, these Policies are reviewed by Board Members at their Orientation and annually thereafter; with all staff and volunteers during their initial orientation and annually thereafter; with all new clients and their Advocates prior to admission; and with all clients and their Advocates at each Person Centred Planning (PCP) review. Augmentative language tools are utilized to help support communication with clients, as needed.

In addition, the content of this Policy Bulletin is reviewed annually by the Board members and is incorporated in the Board By-Laws & Policy Manual. Policies and Policy Bulletins are available on staff portals for review at anytime. Policy Bulletins and relevant policies are posted on the SCDS websites: www.sunbeamcommunity.ca (under News / Policy Bulletins) where individuals and families can access them at anytime. In addition, client rights are reviewed with individuals and their Advocates or Guardians at each Person-Centred Planning meeting.

Client Rights

All clients have the right to access services from SCDS based on the principles of respect and dignity. Various legislation protects the rights of clients to ensure that all persons served feel safe, protected and included. SCDS ensure that standards related to client rights are met through orientation and ongoing training of staff regarding client rights and through assessment of our quality standards which meet MCCSS Quality Assurance Measures Compliance and Children's Licensing requirements. For further details about Client Rights, please reference ***Policy CL-or-006: Client Rights***

Feedback, Complaints & Review Process

From time to time, individuals or their families may not be satisfied with some aspect of the services and supports they receive and wish to provide feedback. Accepting feedback, including complaints, and addressing them appropriately is an essential part of evaluating the services that SCDS provides. Clients, their Advocates or Guardians and members of our community must feel supported in providing feedback or complaints; know that there will not be any risk to services based on their feedback or complaints; and understand who they can turn to if they feel that their feedback or complaint was not resolved in a mutually respected manner. The primary method to submit feedback is the SCDS website, however feedback can be submitted verbally or other communication method. Additional information about the Feedback, Complaints & Review Process can be found in ***Policy CL-or-007: Feedback, Complaints & Review***.



Respecting the Homes of the People we Serve

Programs operated at SCDS are client focused and our congregate living locations are recognized first and foremost, as the homes of the people we serve. Everyone entering these locations must be considerate of all of the individuals residing in these homes and show dignity and respect to others within the environment. *Policy CL-or-005: Respecting the Homes of the People We Serve* outlines the expectation to maintain a tranquil atmosphere in the home. In the event that there is a negative disruption to the environment, visitors may be asked to leave the premises, and should events escalate to an immediate or perceived threat or intimidation, 911 may be contacted as a last resort.