



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

### **2023 Policy Bulletin**

This Policy Bulletin document summarizes Sunbeam Community & Developmental Services (SCDS) current policies around Client Rights (CL-or-006), the policies outlining our Feedback, Complaints and Review Process and Accessibility Standards (CL-or-007; AD-ge-111; and AD-ge-117), Respecting the Homes of the People we Serve (CL-or-005), and Code of Conduct for Persons Supported and Family Members (AD-ge-014) As per ONT REG. 299/10, these Policies are reviewed by Board Members at their Orientation and annually thereafter; with all staff, students and volunteers during their initial orientation and annually thereafter; with all new individuals connecting with services and their Parents, Guardians or Advocates prior to admission; 30-days' after admission and with all individuals supported and their Parents, Guardians or Advocates at each Person Centred Planning (PCP) review in alignment with Ministry of Children, Community and Social Services (MCCSS) timeframe requirements. 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 the online staff policy database for review at anytime. Policy Bulletins and relevant polices are posted on the SCDS websites: [www.sunbeamcommunity.ca](http://www.sunbeamcommunity.ca) (under News / Policy Bulletins) where individuals supported, and others can access them at anytime. In addition, Client Rights are reviewed with individuals and their Parents, Guardians or Advocates at each PCP meeting.

#### **Client Rights**

All individuals supported 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, students and volunteers 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 supported, or others may not be satisfied with some aspect of the services and supports offered at SCDS and wish to provide feedback. Accepting feedback, including complaints, and addressing them appropriately is an essential part of evaluating the services that SCDS provides. Individuals connected to any SCDS services, their Parents, Guardians or Advocates 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 ([www.sunbeamcommunity.ca/feedback/](http://www.sunbeamcommunity.ca/feedback/)), however feedback can be submitted verbally, in other written format or other communication method. Additional information can be found in ***Policy CL-or-007: Feedback, Complaints & Review Process or Policy AD-ge-117 Feedback& Complaints Regarding Services and Supports.***

### **Respecting the Homes of the People We Serve and Code of Conduct**

Programs operated at SCDS are client focused and our congregate living locations are recognized first and foremost, as the homes of the individuals that we support. Everyone entering these locations must be considerate of all 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. ***Policy AD-ge-014: Code of Conduct for Persons Supported and Family Members***, outlines the guidelines and expectations for acceptable conduct and behaviour towards Sunbeam staff, student, and volunteers as well as other individuals receiving services and supports at each program location. 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. Violations of these policies may lead to other interventions by SCDS to reduce the risk of future violations, maintain cohesiveness within each program and to protect the safety of all.