



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

2026 Policy Bulletin

This Policy Bulletin summarizes these Sunbeam Community & Developmental Services (SCDS/Sunbeam) policies:

- Client Rights (CL-or-006),
- Feedback & Complaints Regarding Services and Supports (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)

Here's who needs to read this policy bulletin and then review it.

- **Each member of the Board of Directors** (the Board) at their orientation and then once per year after that.
- **All staff, students, and volunteers** at their orientation and then once per year after that.
- **The people whom we support** when they first apply for one of Sunbeam's programs, and again 30 days after they are admitted to a Sunbeam program.
- **All parents, guardians, and advocates** of the person whom we support when the person first applies for one of Sunbeam's programs, and again 30 days after the person whom we support is admitted to a Sunbeam program.
- **The person whom we support and their parents, guardians, or advocates** at each Person-Centred Planning Review meeting.

The timing of when this policy must be read is mandated by ONT REG. 299/10 and matches the Ministry of Children, Community and Social Services (MCCSS) timeframe requirements.

Sunbeam uses augmentative language tools, such as videos, to help support communication, as needed.

Policies and Policy Bulletins are available for review anytime on the online staff policy database. Policy Bulletins and relevant polices are also posted on www.sunbeamcommunity.ca.



Client Rights

All people whom we support have the right to access services from Sunbeam based on the principles of respect and dignity. Various legislation protects the rights of the people we support to feel safe, protected and included.

Sunbeam ensures all staff, students and volunteers understand and meet our standards related to client rights. We do this through:

- orientation and ongoing training of staff, students, and volunteers about client rights, and
- assessment of our quality standards, which meet MCCSS Quality Assurance Measures, Compliance and Children's Licensing requirements.

For more information about Client Rights, reference ***Policy CL-or-006: Client Rights***.

Feedback. Complaints & Review Process

Sometimes the people whom we support, or others want to give feedback about the services and supports Sunbeam provides.

Accepting feedback, including complaints, and addressing them appropriately is an essential part of evaluating the services that SCDS provides. The people whom we support, and their parents, guardians or advocates and members of our community must:

- feel safe and 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 respectful way.

The main way to submit feedback is through the SCDS website. Sunbeam also accepts verbal feedback or feedback provided through any other form of communication (e.g. an email)

For more information, read ***AD-ge-117: Feedback & Complaints Regarding Services and Supports***.



Respecting the Homes of the People We Serve

Our group homes and other residences (i.e. our congregate living locations) are the homes of the people whom we support. Everyone entering these locations must be considerate of everyone who lives in these homes and show dignity and respect to everyone (clients, staff, 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.

Code of Conduct

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, students and volunteers, and any people receiving services and supports at each program location.

If the expected behaviour and conduct is not met, here's what Sunbeam will do:

- If there is a negative disruption to the environment, ask the disruptor to leave the premises.
- Call 911 if a disruption to the environment cannot be stopped, or if worsens.
- Call 911 if there is any perceived or immediate threat or intimidation.

If there are violations of these policies, Sunbeam could use other methods to reduce the risk of future violations, maintain cohesiveness within each program, and protect everyone's safety.