



Rights of Families and Persons Served DCS & Family Agreement

The Right to Information

- You will receive information about DCS when you join the program.
- You will receive copies of all written reports by DCS staff about your child and family.
- Parents/caregivers may have access to their child's file by contacting the Executive Director. (Please note: in keeping with the Freedom of Information and Protection of Privacy Act, Deaf Children's Society of BC does not make copies of reports originating from other agencies, but provides assistance to families wishing to obtain such records.)
- You will receive complete and unbiased information on assessment and treatment, including:
 - Purpose and process of any diagnostic assessment.
 - Potential benefits and/or risks of a service or intervention.
 - Reasonable treatment alternatives.
 - Possible complications.
- Parents/caregivers have the right to ask questions and receive answers regarding their child's assessments and progress.
- Parents/caregivers have a right to receive information in a language that they understand. The family and Deaf Children's Society will work together to make this happen.
- You have the right to information from community resources that may be suitable and available for your child and family.

The Right to Refuse Services

You have the right to refuse any services or intervention after you have been informed of any potential risks associated with the services or intervention.

The Right to Confidentiality

- Information on your child will not be released without your written consent.
- Volunteers do not have access to client files.
- In order to ensure that information is released appropriately, when parents are separated or divorced, proof of guardianship or a custody agreement must be shown.

The Right to a Fair Conflict Resolution Process

Parents/guardians have a right to discuss concerns regarding their services. The first step is to discuss concerns with the staff member working directly with your family. When making a complaint, parents/caregivers need to contact the Executive Director. Parents have a right to receive information regarding the conflict resolution process, without jeopardizing their services. The conflict resolution process is outlined in the Client Handbook. Parents/caregivers have the right to freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

I/We, _____ have accurately completed all forms as required; have read, understand, and agree to abide by the policies and procedures as stated in the Family and/or Preschool Handbook.

Signature of Parent/Legal Guardian

Date

DCS Staff Signature

Date