

# ***Performance and Quality Improvement Rights and Responsibilities***

## **What is Performance and Quality Improvement?**

Langley Community Services Society (LCSS) is committed to an organization-wide Performance and Quality Improvement (PQI) program that advances efficient, effective service delivery and the achievement of strategic and program goals.

Our organization promotes an environment of best practice and on-going improvement throughout all levels, including program participants, staff, volunteers, and community partners.

In order to measure quality, data is collected and evaluated. Collection occurs throughout all levels of the agency using focus groups, satisfaction surveys, and outcome measurement tools. The results are evaluated against benchmarks and success indicators.

The PQI Team partners with the LCSS Accreditation Team Committee which consists of representation from programs, managers, and staff. The focus is on continuous quality improvements on systems throughout the agency.

## ***Client Responsibilities to Staff & Volunteers***

Failure to meet the following responsibilities may result in termination of service:

- ❖ To treat LCSS staff, volunteers and other service users with respect;
- ❖ To not act in a rude, aggressive or abusive manner towards staff, volunteers or other service users;
- ❖ To attend all sessions in a sober condition, you must be free from the effects of any mood-altering substances during appointments. If the counsellor believes this to not be true, your appointment will be rescheduled;
- ❖ To follow schedules and rules of the program;
- ❖ To provide relevant information as a basis for receiving services;
- ❖ To participate in service decisions;
- ❖ To inform program staff if you are unable to keep a scheduled appointment and to take responsibility for re-scheduling;
- ❖ To participate in partnership with staff and other clients (where appropriate), taking responsibility for your interactions and reactions;
- ❖ To inform us (through the complaint process) if you feel that any staff member has treated you unfairly or has breached the Code of Ethics or confidentiality;
- ❖ To respect the rights, dignity and confidentiality of other people you may come into contact with through your involvement with LCSS;
- ❖ To refrain from any behavior that compromises the safety of other clients or program staff.

### ***Client Feedback***

All clients have the opportunity to provide feedback about the service(s) provided. A feedback form is provided on the back of this leaflet.



***Langley Community Services Society***



# ***Client Rights***

**LCSS adheres to a policy that will promote and protect the rights of the participants and we support the following rights:**

- ❖ To be treated with respect and dignity.
- ❖ To have services provided within sound, established standards of professional practice.
- ❖ To be included in the development of individual treatment/service planning, to express an opinion and to have that opinion be taken into account.
- ❖ We support the fostering and development of each person's unique characteristics to their fullest potential and will take into account their strengths, needs, abilities, and preferences.
- ❖ To have services provided in a culturally sensitive manner.
- ❖ Freedom from discrimination on the basis of race, color, ancestry, place of origin, gender, religion, sexual orientation, handicaps, or social status.
- ❖ Freedom from physical, sexual, and emotional abuse, harassment, physical punishment,
- ❖ Freedom from psychological abuse, including humiliation, threats, and any exploitation.
- ❖ The right to access advocacy and self-help services.
- ❖ To be provided with relevant information to facilitate positive decision-making.
- ❖ The right to informed choice.
- ❖ The right to privacy pertaining to self, home, and family. No participant shall be compelled or pressured to disclose more than they are comfortable disclosing.
- ❖ The right to confidentiality except where limited by law.
- ❖ To refuse all or part of treatment/services or to leave treatment/services at any time.
- ❖ The right to refuse participation in any research project.
- ❖ The right to access information on legal resources to obtain appropriate legal representation.
- ❖ The right to lodge a complaint regarding services received without fear of retaliation.

***Clients are afforded complete autonomy for themselves and their children. LCSS does not practice seclusion or restraint under any circumstances, except in emergency situations***

***Any photos, video or audio recording must be consented to by all parties***

# ***LCSS Feedback Process***

As our client, we encourage you to let us know how we are doing. We want to hear when you are happy with our service. We also want to know when you are dissatisfied or feel that your rights as a participant in any program have been violated. LCSS prides itself on being an organization that constantly grows and adapts to the needs of our clients. In order to ensure we are supporting you in the best possible manner we encourage you to provide us feedback.

To ensure your comfort in providing feedback, LCSS has implemented a confidential process. Your feedback – either positive or negative – will be taken seriously and any action taken will not result in retaliation or a barrier to service. You can provide your feedback in several ways:

- ❖ You can give written or verbal feedback to any staff member or volunteer. The staff member will take your comments to the Program Manager. The Program Manager will contact you to discuss your feedback within ten working days.
- ❖ If you feel uncomfortable speaking to a staff member about the issue, you may use this form or obtain a form from the website ([www.lcss.ca](http://www.lcss.ca)) or the Receptionist at the main office. Once completed and returned (in person or via mail) to the main office, your feedback will be given directly to the Program Manager and the Executive Director. If appropriate, you will be contacted within ten working days to discuss your feedback.
- ❖ **In the event that you feel the above procedures do not adequately resolve any concerns you may have, you may forward your comments to either:**
  1. The Executive Director, LCSS 5339 – 207 St., Langley BC, V3A 2E6. Telephone 604-534-7921.
  2. Board of Directors Chairperson, LCSS 5339 – 207 St., Langley, BC, V3A 2E6. Phone 604-534-7921.

**If you still feel that your concern has not been resolved to your satisfaction, you may contact:**

The funding ministry specific to the program with which you are involved. This information may be obtained from the Program Supervisor/Manager or Executive Director.

# *Client Written Feedback Form*

Today's date: \_\_\_\_\_

Name of person providing feedback: \_\_\_\_\_

Contact information (phone, email) \_\_\_\_\_

Name of staff member/volunteer reported to (if any): \_\_\_\_\_

Name of program (if any): \_\_\_\_\_ Date Incident Occurred: \_\_\_\_\_

Names of any staff or volunteers involved: \_\_\_\_\_

Please describe the nature of the feedback:

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Please describe any actions you have taken so far to resolve the situation:

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Please describe the actions needed to resolve this issue: \_\_\_\_\_

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**Return form by mail or in person to the main LCSS office at 5339 207 St, Langley.**

Signature of Provider of Feedback

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ORIGINAL FORM TO THE EXECUTIVE DIRECTOR

COPY TO THE PQI TEAM

