

CLIENT RIGHTS PROCEDURE

A. Overview

The respect of client rights, assurance of client safety and awareness of *the Child Protection Act* are required by all Red Cross parties who partake in Red Cross service delivery activities and programs.

B. Related Policy Statement

Client Rights Policy - *The Canadian Red Cross Society maintains a high standard of ethics which promotes the respect and rights of clients. Red Cross employees and volunteers will undertake all reasonable measures to ensure the safety of clients at all times during service delivery.*

C. Definitions

Client:

The primary customer of Canadian Red Cross programs and services, and as such, may also be considered a beneficiary.

D. Procedure Details

A. Client Rights:

As an organization that is involved with the community in various levels of activity, the Red Cross will fully respect and promote the rights of every client. Clients have a right to be heard, to a safe environment, to their privacy, to be informed, and to be treated fairly with respect and dignity at all times.

B. Client Safety:

All employees and volunteers of the Red Cross will undertake all reasonable measures to ensure the safety of clients at all times during service delivery. Such processes shall include procedural guidelines for client interaction including solitary contact and touching, right to privacy, and procedures for disclosure of unsafe situations and/or abuse¹. A risk management process will be put in place for each program and service to prevent and/or minimize client risk issues.

C. Child Protection Act:

Each employee/volunteer working with children/youth must be aware of *the Child Protection Act* for his/her province/territory and take responsibility for the protection of Canada's young people.

E. Responsibilities

1. The Senior Director of People Services is responsible for advising stakeholders, maintaining, monitoring, and revising this policy; and for authorizing exceptions.
2. Members of the Organizational Leadership Team (OLT) and/or applicable national program directors are responsible for applying and implementing this policy in each of their respective areas.