

Parents and Caregivers as Partners: Rights and Responsibilities

The Surrey Early Speech and Language Program (SESLP) is committed to full partnership with parents and caregivers of the young children we serve. Our comprehensive family centered program encourages parents and caregivers to work in partnership with us in the development of their individual family service plans (IFSP). Opportunities for ongoing feedback from our partners are an integral part of our programs and services. The Surrey Early Speech and Language Program recognizes the diversity of the population it serves. All families receiving services from the SESLP have rights and responsibilities that ensure true partnership. Following is a summary of a few of the rights and responsibilities.

As a partner with the SESLP you have the right to:

- **Dignity and respect for you and your culture, age, gender, sexual orientation, spiritual, beliefs, socioeconomic status and language.**
- **Equal access to appropriate programs and services.**
- **Access information in your child's file.**
- **Request release of information regarding your child from the SESLP to pertinent persons or programs.**
- **Confidentiality of information, including address, telephone number, email and documentation specific to your child.**
- **Privacy as legislated by the Personal Information Protection Act.**
- **Have all information presented in a manner and fashion that is clear and understandable.**
- **Provide informed consent, informed refusal, and/or expression of choice regarding: Service Delivery, Release of Information, Concurrent Services, Composition of Service Delivery Team, and Involvement in Research Projects.**
- **Have concerns appropriately addressed following our Complaints Resolution Process with no reprisal or barriers to service.**
- **Be free from financial or other exploitation and retaliation.**

You are the ambassador of your child's service. The services to your child and family will be most effective if you:

- Inform the staff of relevant personal information regarding your child and any changes that occur.
 - a) This includes changes to address, phone and/or email which helps ensure that you and your child are receiving services through the appropriate agency without delays.
 - b) This includes any assessments and/or diagnosis that may have occurred since starting services; again, ensuring the type and location of service continues to be appropriate for you and your child without delays.
- Inform the staff of choices you make for your family that relate to services and programs of the SESLP.
- Inform staff of any medical or safety issues specific to your child.
- Follow the SESLP guidelines related to the health and safety of your child.
- Review the Parent Handbook and learn more about services available at the BC Family Hearing Resource Society.
- Follow the Complaints Resolution Process regarding concerns about any aspect of the SESLP programs and services.
- Call your SLP to set up follow-up appointments that have been recommended when you are ready to bring your child in again.

Complaints Resolution Process

We value the partnership between Parents and Caregivers and the SESLP. Therefore, we do our best to ensure all concerns are addressed to each family's satisfaction. The following steps summarize our Complaint Resolution Process.

1. You are encouraged to first approach the staff person involved to share your concerns. However, if you feel this would be uncomfortable for you, you can go to the Executive Director first (see #2 below).
2. If you do not find your concerns are addressed to your satisfaction, you can then contact the Executive Director. The Executive Director will meet with you within five working days or at a time mutually agreed upon.
3. If you do not find this meeting satisfies your concerns, you can contact the Board President. The Board President or another member of the Board Executive will meet with you within ten working days or at a time mutually agreed upon.
4. If, following this meeting, a satisfactory solution has not been found, you can take your concerns to the Ministry of Children and Family Development as described in the Ministry of Children and Family Development Complaints Process.
5. You may bring an advocate or legal representative of your choice to any meeting.

I have reviewed this document which outlines Clients Rights and Responsibilities at the BC Family Hearing Resource Society.

Your Signature

Date

Child's Name

Your Signature

Date Reviewed

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