

## **Parents and Caregivers as Partners: Rights and Responsibilities**

*BC Family Hearing Resource Centre is committed to full partnership with parents and caregivers of the young deaf and hard of hearing 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. Opportunities for ongoing feedback from our partners are an integral part our programs and services. The BC Family Resource Centre recognizes the diversity of the population it serves.*

*All Families receiving services of the BCFHRC 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 BCFHRC 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 BCFHRC 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**

#### **Vancouver Satellite Centre**

#262- 3665 Kingsway, Vancouver, BC, V5R 5W2  
PH: 604-428-7949 FAX: 604-428-7950  
EMAIL: [info@bcfamilyhearing.com](mailto:info@bcfamilyhearing.com)

#### **Main Surrey Centre**

15220 - 92nd Ave., Surrey, BC, V3R 2T8  
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#### **Victoria Satellite Centre**

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EMAIL: [vicinfo@bcfamilyhearing.com](mailto:vicinfo@bcfamilyhearing.com)

## 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.
- Inform the staff of choices you make for your family that relate to services and programs of the BCFHRC.
- Inform staff of any medical or safety issues specific to your child.
- Follow the BCFHRC guidelines related to the health and safety of your child
- Review the Parent Handbook and learn more about the services available through the BC Family Hearing Resource Society.
- Follow the Complaints Resolution Process regarding concerns about any aspect of the BCFHRC programs and services.

## Complaints Resolution Process

*We value the partnership between the BCFHRC and Parents and Caregivers and therefore do our best to ensure all concerns are addressed to each family's satisfaction. The following steps summarize our Complaint Resolution Process. Please see Parent Handbook for more detailed information.*

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 a legal representative of your choice to any meeting.

**Note:** This document is to be reviewed annually with clients.

I have reviewed this document which outlines Client Rights and Responsibilities and Complaints Resolution Process at the BC Family Hearing Resource Society.

Child's Name \_\_\_\_\_

Name of Legal Guardian \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Name of Legal Guardian \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

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