

My signature below confirms the following:

- 1. I have read the Jewish Family and Child Service Client Rights and Responsibilities brochure and understand its contents
- 2. My Worker has responded to my questions and/or concerns
- 3. I agree to enter into service with Jewish Family and Child Service

Client’s Name (please print)

Client Signature

Substitute Decision-Maker (SDM) Name

SDM Signature

☐ I am a JF&CS staff and hereby declare that the above-named client has given verbal consent as described above.

Worker’s Name (please print)

Worker’s Signature

DATE: \_\_\_\_\_

DETACH

**CLIENT RESPONSIBILITIES**

- 1. To show consideration and behave in a respectful manner to staff and others at JF&CS.
- 2. To provide information to allow staff to assist me in determining service needs and in developing and carrying out my service plan.
- 3. To be actively involved in all aspects of my services.
- 4. To inform my worker of any medical conditions(s), level of ability, or cultural need(s) that require awareness of staff or accommodation in providing service.
- 5. To inform my worker if I am unable to attend an appointment or will be late. 24 hours’ notice is required to cancel an appointment or a cancellation fee may be charged.
- 6. To let my worker know if I no longer wish to participate in services (other than Child Protection).
- 7. To not record our team members for your own use without their consent, and you do not have the right to post any recordings online or share them with third parties without that team member’s consent.

**COUNSELLING FEES**

Fees for service are geared toward income. I understand that fees will be discussed with me and that no one is denied service due to inability to pay. Payment is typically accepted at each appointment. Fees are payable by cash, cheque or credit card.

JF&CS is a Health Information Custodian (HIC) under the Personal Health Information Protection Act, 2004 (PHIPA) for many of its programs and is governed by that legislation. It is also bound by information protection laws (Part X) under the Child, Youth and Family Services Act, 2017 (CYFSA) in its role as a children’s aid society. JF&CS is committed to protecting individual privacy, and maintaining the confidentiality of all personal health information (PHI), as well as personal information (PI), that it holds.

**Jewish Family and Child Service**

**Central Office and Intake**  
4600 Bathurst Street | 1st Floor  
Toronto, Ontario M2R 3V3  
T: 416-638-7800 F: 416-638-7943

**Gordon S. Wolfe Branch**  
365 Bloor Street E, Suite  
#1904 Toronto, Ontario M4W  
3L4  
T: 416-638-7800 F: 416-638-7943

**York Region Branch | 1 Open Door**  
9600 Bathurst Street | Suite 242  
Vaughan, Ontario L6A 3Z8  
T: 416-638-7800 F: 416-638-7943

**Jerome D. Diamond Adolescent Centre**  
196 Keewatin Avenue  
Toronto, Ontario M4P 1Z8  
T: 416-482-3023 F: 416-482-3014

**www.jfandcs.com**

info@jfandcs.com | facebook.com/jfandcs

JF&CS strives for inclusivity in all its programs, serving community members of any income, family structure, ability, sexual orientation, gender identity, religious affiliation, level of observance, race, ethnicity, cultural identity and place of origin.



Ontario



United Way  
Greater Toronto



UJA FEDERATION  
of Greater Toronto



ועידת התביעות  
Claims Conference  
The Conference on Jewish Material  
Claims Against Germany  
www.claimskon.org

## WELCOME TO JEWISH FAMILY AND CHILD SERVICE

Jewish Family and Child Service (JF&CS) welcomes people of all cultural, religious and/ or ethnic backgrounds. While we remain firmly rooted in the traditions and experiences of the Jewish people, most of our services are open to the general community.

Our staff are caring professionals with degrees in social services and the mental health field. Our staff also work with doctors, psychiatrists, psychologists, rabbis, lawyers, school teachers and other professionals. Many volunteers assist us in the work that we do.

### CLIENT RIGHTS

As a client of JF&CS, I have a number of rights that will assist me in being an active participant in my services. I have the following rights:

1. To be treated fairly, honestly, and respectfully by all staff members without regard to culture, gender, gender identity, age, level of ability, sexual orientation, spiritual beliefs, race, ethnicity or socio-economic status.
2. To be considered the expert in my own life experience.
3. To participate in decision-making about my case, in support of a mutually agreed-upon service plan.
4. To request a change in staff. JF&CS will try to accommodate your request if appropriate.
5. To place limitations (or a lockbox) on my client record, although this may impact the coordination of services provided to me.
6. To express concerns about services by speaking with my worker. If the issues are not resolved at this level, I may request a copy of Resolving Client Complaints, available at the JF&CS reception areas or on the website (<https://www.jfandcs.com/client-concerns>)

7. To file a privacy complaint with the Information and Privacy Commissioner of Ontario by calling 1-800-387-0073 or online at [www.ipc.on.ca](http://www.ipc.on.ca)
8. To have my communications and case records at JF&CS treated in a confidential manner. My records may only be released when I have given informed written consent or when such release is permitted or required by law. Please note that law to report requires JF&CS staff suspected child abuse or neglect and when there is risk or harm to self or others.
9. To be aware that if I register in more than one family service program at JF&CS, staff who provide service to me will have access to my full client record (subject to lockbox, if applicable), if access is needed to provide services to me, and I will sign a consent form in accordance with this. However, sharing information between Family Services and Child Welfare services, if needed, will be dealt with in a separate tailored consent form.
10. To request access and correction to the information in my client record upon written request. Requests are to be forwarded in writing to the Manager of Intake at JF&CS. Access and correction will be provided subject to exemptions permitted or required by law. All persons, including children who have the capacity to understand the request and to provide consent, must provide written consent for their information to be disclosed (subject to disclosures permitted without consent).
11. To be aware that to receive the best possible holistic service, my worker must understand which JF&CS services I have received. As such, my Family Service worker will be able to access a list of all past or current services (including the service type, date, status, and service worker name) as a part of my assessment for service. I will be asked to sign a separate consent form if additional information regarding a past or current service is required.
12. To know if my information is lost, shared, stolen or viewed when it shouldn't be.
13. To withdraw from the services of JF&CS at any time (with the exception of Child Protection Services).
14. To be informed when my worker wishes to record (audio or video) my counselling sessions or when other counsellors observe my counselling session. For these activities to take place, my informed written consent is required. I am under no obligation to consent to these activities, and my consent or lack of consent will not affect the services provided to me.
15. To be informed about JF&CS' Privacy Notice of Information Practices statement available on our website (<https://www.jfandcs.com/privacy>)
16. To know that JF&CS will obtain consent from my substitute decision-maker when I am incapable to make information decisions.
17. To know that if my case is open to Child Protection at JF&CS, it will be recorded in a provincial database. This allows Ontario's children's aid societies to share client-related information.
18. To receive information about services prior to receiving them and to have my questions answered.
19. To be aware that Agency Support Staff may contact me on behalf of my worker. E.g., for program deliveries, rescheduling appointments, completing surveys, etc.
20. To be aware that my record (along with records of other clients) may be used for evaluation, quality assurance and research activities in accordance with all legal requirements.
21. To understand the potential risks and benefits of proposed interventions and to give an informed consent for services.
22. To know that JF&CS will ask for my feedback via a Client Feedback Survey. Although my participation is totally voluntary, JF&CS greatly values my opinion as this helps it maintain and improve the quality of services. My answers to the survey are held confidential. Whether I choose to participate and what my answers are, will not impact my services at JF&CS.

# CLIENT RIGHTS & RESPONSIBILITIES