

Client Charter

Outlining Thresholds Homes and Supports' (THS) commitment to Service Standards; the rights of an individual client, and guidance for staff to develop positive working relationships.

Clients can expect

- To be treated with respect
- To have an open, honest, and trusting relationship with all THS staff
- To be given the opportunity to express their support needs, participate in their support plans, ask for changes as needed, and be heard throughout the process
- To advocate for their emotional and physical rights and needs
- To share in accountability with THS staff in their support
- To work together with THS staff and for staff to work with them
- That clients and THS staff will acknowledge each other's differences and accept these differences

Staff will

- Understand the power dynamics in client/ staff relationships as perceived by clients
- Acknowledge that clients may not always feel confident to advocate in disagreement and will take steps to help clients feel supported
- Offer positive, honest, and trusting support to clients
- Be non-judgmental and open to hearing their client's ideas and opinions
- Respect the confidentiality of all clients
- Provide a safe environment for the client to share, grow, and learn
- Respect a client's right to express concerns or advocate through the Client Complaint Process
- Ensure both staff and clients at THS are aware of and fully understand the Client Charter and its impact

Pillars

Of the client and staff working relationship.

Trust and Advocacy

Mutual understanding of each other's roles and goals.

Collaboration towards a trusting working relationship.

Responsiveness to change in a client's goals and needs.

Communication and Accountability

Listening and accepting that people are different and make their own choices.

Shared accountability for the success of the relationship.

Mutual Respect and Valuing Uniqueness

Accepting and valuing each other's differences, life histories, and individuality.

Respecting each other and the working relationship.