



Clients Rights and Responsibilities

Your rights and responsibilities as a client of Porchlight Counselling and Addiction Services related to your counselling with our agency. You have the right to give informed consent for services you receive with Porchlight at all of our locations.

You will be treated with honesty, respect, dignity, and without discrimination of any kind; we expect the same in return. Treating staff or Porchlight Counselling property poorly will not be tolerated.

Porchlight is committed to serving people of all abilities; please let us know if you require any accommodations to participate at any of our services.

Confidentiality/ Privacy

You have the right to have your personal information kept confidential. All agency staff, volunteers and students have signed a strict oath of confidentiality to protect client information. It is your responsibility to hold in confidence information you learn regarding other individuals while at the agency.

- Your therapist may seek supervision on how to support you.
- Your file may be audited by the Canadian Centre for Accreditation staff who will respect your confidentiality, and personal information will be redacted for animosity.
- Non-identifying information from agency surveys or questionnaires may be used to share feedback about our programs with funders or the community.
- Email, text messages and voicemail are only to be used for administrative (sending invoices, counselling handouts), and scheduling purpose, and only with your consent. Communication we receive from you may be added to your file.

We will not release information about you without your informed written or verbal consent. There are some circumstances when this does not apply, including:

- You disclose that a child has been neglected, abused (emotionally, physically or sexually), or is at risk of abuse of any kind.
- You disclose childhood abuse and the abuser may be in danger to other children now.

- You demonstrate suicidal or homicidal intent.
- Disclosure is ordered by courts.
- You are experiencing a medical emergency and responders need your name and contact information.
- You disclose inappropriate behaviour by a regulated health professional.
- A resident of a long-term home or retirement home or retirement home has experienced abuse or is at risk of harm.

Client Feedback/Concerns

We welcome and encourage your comments. You have the right to raise issues of concern about the agency, services rendered, or counselling experience. If you have feedback or concerns, please ask to speak with your therapist or their supervisor. If needed please ask about the process to submit a formal written complaint.