



**Central Region**

**Agency Handbook**

McMan

*It is our hope that you find this handbook to be a useful guide to your rights and the Agency's obligations to you. You will also receive information from the specific program that is, or may be, serving you.*

*Some information in this handbook may be repeated elsewhere, however, we would rather repeat ourselves than leave something out.*

*We hope your time with McMan is useful and positive.*

*Thank You.*

**Welcome to McMan...**...serving children, youth, families and communities across Alberta since 1976.

This handbook has been developed to provide you with important information about McMan Youth, Family and Community Services so you can make an informed decision when choosing services.

McMan has been providing quality care and services to children, youth and families in communities throughout Alberta since 1976. We are a non-profit organization that provides services and programs based on the needs of the community and the individuals we serve. McMan is divided operationally into four independent regions of Alberta: South, Central, Calgary, and Edmonton / North. Each region is governed by a local board of directors, responsible for development and delivery of programs and services.

### **Programs and Services ...**

Programs and services are designed to assist clients to evolve their life skills, enhance independence and fully realize their ability to contribute to their communities. We invite the active participation of individuals, families, their support people and their community. We provide services that achieve the goals we have agreed upon with the individual and families we serve. We make sure our service fits your needs and is delivered within your community and support system.

### **Accreditation ...**

McMan Youth, Family and Community Services Association is accredited by CARF International: The Commission on Accreditation of Rehabilitation Facilities. Accredited programs demonstrate compliance with accreditation standards that are above and beyond the minimum level required. We have met CARF's rigorous guidelines for service and quality and our services adhere to internationally recognized standards of excellence.

### **Qualified staff ...**

McMan Central Region has been providing services to children, youth and families since 1989. We employ highly professional, ethical and trained staff to work with our children, youth and families. Many of our services are provided in the evenings and weekends to accommodate the needs of our clients. Clients are not responsible for cost of services provided.

### **Code of Ethics...**

#### **Purpose of Code of Ethics**

- sets values and principles to help McMan workers act professionally
- to help McMan workers act in good faith
- recognition of individual and professional diversity

Ethical behavior requires due consideration of issues and judgment.

#### **Core Values and Principals...**

1. Respect for the dignity and worth of those people we work with
2. Pursuit of Social Justice
3. Service to Humanity
4. Integrity in Professional Practice
5. Confidentiality in our work and with clients
6. Competence in our work with clients

## **Our Values ...**

All agency staff and personnel providing service will demonstrate the following values:

1. **Commitment:** We will give 100% effort in providing you with the best service we can.
2. **Respect:** We will be respectful of your rights, views and beliefs. We will respect the culture, language and religion of individuals.
3. **Genuineness:** We are people working with people. We will be sincere and will not hide behind our professional roles.
4. **Trust:** We will work in ways that build trust. We will involve you fully in all aspects of the service provided. We will inform you of what information must be shared and what information can be kept confidential. We will uphold your rights as an individual and as a client. We will follow our professional code of ethics.
5. **Empathy:** We will be non-judgmental and compassionate in exploring issues. We will offer concrete support in resolving problems.

## **Charter of Rights ...**

Any individual or family receiving services from any of McMan's programs is entitled to the following rights:

### **1. The Right to Service**

- All persons who apply for any services will be considered only on the program's service criteria. A person's ethnicity, color, religion, national origin, gender, sexual orientation, age, disability or mental condition (notwithstanding infectious disease) will not be a barrier to service.
- All clients will be fully informed of the service offered before service is started.

### **2. The Right to be Involved**

- All clients have an opportunity to agree to service before service is started.
- Clients will be told of their right to refuse service at any time.
- All clients will be actively involved in the planning and reviewing of service (this includes reviewing reports, attending case conferences, etc.)
- All clients will have the right to access file information and request corrections of inaccurate file information.

### **3. The Right to Choose Involvement with the Family**

- The Agency will support the client's choice about how much family involvement he/she wishes to have. In cases where the wishes of the client differ from that of the family, the program will work to accommodate both parties involved.

### **4. The Right to Confidentiality of Information**

- Clients will be told with whom the agency may share information about them without a signed consent form.
- The Agency will have a policy and procedure for the storage and destruction of records and for access to information about its clients. No information will be provided on your personal history or record to any person without prior written consent by you or your guardian where applicable, unless ordered by Legislation, Court Order, or the Minister of Human Services.
- Written consent provides specifics on with whom the information can be shared, the period of time for which the consent is valid, and the type of written reports that may be shared.
- Any staff or personnel of the Agency will keep secret the name and any other identifying information he/she may have that may come to his/her attention regarding a client. The Minister or persons employed or assisting with the client may provide information to the following:

- (a) the guardian, parent or foster parent of a child to whom the information relates or the lawyer of any of them;
- (b) the client to whom the information relates or his/her lawyer;
- (c) a physician, certified psychologist or registered social worker responsible for care or treatment provided to the client or for any assessment in respect of the client;
- (d) a member of a police service or an agent of the Attorney General if the person providing the information has reasonable and probable grounds to believe that an offence under an Act of Parliament of Canada has been committed;
- (e) a teacher responsible for the education of the client;
- (f) the board of an approved hospital or health unit responsible for providing services to the client;
- (g) any person employed or engaged by the Minister of Human Services;
- (h) the Child and Youth Advocate or his delegate;
- (i) any person employed in administration of child protection in another province;
- (j) any person with the consent in writing of the Minister of Human Services, the client, or a guardian of the client.

**5. Agency Staff will Maintain and Protect Client Rights including but not Limited to:**

- The right to food, clothing and housing in order to ensure good health and personal development.
- The right to an environment free from physical abuse, exploitation and degrading treatment.
- The right to health care necessary to promote physical and mental health and to remedy illness.
- The right to reside with parents and siblings except where it is in the best interest of the client and family members for the child to reside elsewhere.
- The right to parental and adult support, guidance and continuity in the client's life.
- The right to an education which will ensure every client the opportunity to reach and exercise his/her full potential.
- The right to play in recreation.
- The right to respect of privacy.
- The right to be consulted in decisions related to guardianship, custody and determination of status.
- The right to independent adult counseling and legal assistance in relation to decisions affecting guardianship, custody or determination of status.
- The right to a competent interpreter where language or disability is a barrier in relation to all decisions affecting guardianship, custody or determination of status.
- The right to an explanation of all decisions affecting guardianship, custody or determination of status.
- The right to be informed of the rights of the clients and to have them applied and followed.
- The rights specified in the Canadian Charter of Rights and Freedoms.
- The Alberta Individual Rights Protection Act.
- You have the right to be informed of any potential conflicts of interest as they may arise during your service.

Upon intake clients will be informed how and to whom violation of rights and potential conflict of interest are to be reported as per Policy HR 2-2 Conflict of Interest.

The services or quality of service a client receives will not be affected if he/she asks for the help of an advocate or makes a complaint or grievance.

We will not directly or indirectly interfere or discourage anyone from making a complaint to the Human Rights Commission or any other advocacy body.

### **If you are not happy with any part of your service ...**

You can make a **complaint**. We treat as a **complaint** any expression of dissatisfaction with our service which calls for a response. We listen to your **complaints**, treat them seriously, and learn from them so that we can continuously improve our service. This can also be called a grievance.

To make a complaint or grievance:

1. If possible, talk directly to the person with whom you have the grievance.
2. If you cannot talk directly to the person, ask someone inside or outside of the program to help you.
3. All complaints or grievances will be reviewed by someone in the program or agency that is not part of the issue.
4. If you are not satisfied that the issue is resolved, you should write down what the issue is and give it to the Specialist of the person with whom you have the complaint as soon as possible. (NOTE: You can also ask to meet with the Specialist if it is difficult to write the complaint down.)
5. The Specialist will discuss the issue with everyone involved and make a decision. You will be informed of the decision, in writing, within ten (10) days.
6. If you are not satisfied with the decision, you may appeal it.
7. You may also visit our website to make a complaint at [www.mcmcentral.ca](http://www.mcmcentral.ca) (Contacts Tab)

### **How to Appeal:**

1. Tell the Specialist that you want to appeal the decision. Present your issue, in writing, to the Specialist within ten (10) days of you receiving a decision. (NOTE: You can ask to meet with the Specialist if it is difficult to write the complaint down.) If you want help, appropriate program staff will be available to assist you with the appeal process.
2. Any appeal will first be reviewed in a personal interview between you and the Specialist. The Specialist will then meet with all involved parties to gather all information before making a decision. The Specialist will inform all involved parties of his/her decision within ten (10) working days of the date the grievance was received.

3. If you are not satisfied with the Specialist's decision, you can present your grievance, in writing, to the Quality Assurance Specialist within ten (10) working days of the last decision. (NOTE: You can meet with the Quality Assurance Specialist if it is difficult to write the complaint down.) Both parties will discuss the grievance and the Quality Assurance Specialist will communicate in writing his/her decision within fifteen (15) working days of the date the grievance was received.
4. If you are not satisfied with the Quality Assurance Specialist's decision, you have the option of presenting the grievance, in writing, to the Executive Director within ten (10) working days of the last decision. (NOTE: You can ask to meet with the Executive Director if it is difficult to write the complaint down.) Both parties will discuss the grievance and the Executive Director will communicate, in writing, his/her decision within fifteen (15) working days of the date the grievance was received.
5. All parties will follow the decision reached through the established appeal process.

### **Behavior Management ...**

Sometimes behaviors that helped someone cope during a tough time do not work once the difficult time is over. As part of our service, we are often asked to help clients learn new ways of behaving, or to teach parents how to deal with children's misbehavior. We want you to know our policy in this area:

- When dealing with behavior that is not appropriate, we try to be as non-intrusive as possible. Seclusion and Restraint are not practiced in this organization.
- Praise, reward and encouragement will always greatly outweigh negative consequences. Our goal for behavior management will be to teach positive behaviors, rather than simply control undesirable behavior.
- In an emergency when de-escalation options are exhausted, staff may temporarily implement a Personal Safety Intervention as a last emergency intervention. Only where a person's safety is at imminent risk is the use of emergency intervention allowed.

### **Orientation to our services ...**

Every potential client referred to the program will receive a thorough assessment to determine if the program can meet their needs. An assessment will include a review of the circumstances that led to this contact and a discussion with the referral source.

A staff member will be assigned and provided with your contact information and plan to meet and further discuss our services.

The program will inform the client of the expectations and rights at admission into the program including grievance procedures, access to the Children's Advocate, the right to be involved in the planning of their future, the right to discontinue services, legal rights, as well as the right to access cultural resources. Each client will also be provided with an understanding of the consequences for following or not following program guidelines.

Clients are encouraged to participate in the development of service goals that are individual to them and their needs. Strengths, needs, abilities and preferences are identified using the Primary Assessment Tool. These are explored with the client in depth to develop a plan that suits the needs of the client with the help of family, friends and supports that the client wishes to have involved.

The decision to terminate services is made by those individuals involved in the service planning process. McMan will ensure a successful transition or closure of services. McMan will provide follow-up services or make a referral to services not provided by the program, as appropriate.

### **We want your feedback ...**

Clients are encouraged to complete the McMan Client Survey's that will be provided to them annually. Clients are able to provide feedback anonymously regarding the programs from which they have received services. This feedback is used to enhance our services to clients.

### **Other things you should know ...**

#### **Advocacy**

- McMan will ensure that all clients are aware of and are provided free access to the Office of the Child and Youth Advocate.
- Upon admission, you should be given the address and telephone number of the Office of the Child and Youth Advocate and a detailed description of its services. Each client will be made aware of his/her right to access this service. Should he/she request it, he/she will be helped to make contact with the Office.

#### **Giving your Consent**

- Your consent should be given freely.
- You have the right to withhold or take back any such consent.

#### **When Written Client Consent is Required:**

- any service or treatment intervention\*
- audio-visual recordings, research and data collection
- disclosure of information
- prescription or routine medication\*, special diets or special medical procedures\*
- participation in any specialized or challenging recreational activities

\* Requires consent from the guardian if the client is a minor.

## ADDITIONAL INFORMATION

1. A floor plan of the program facility is posted in the waiting area and on walls throughout the site which indicates the locations of emergency exits, fire suppression equipment and first aid kits.
2. No drugs, legal or illegal, are allowed to be brought into a program facility other than medications prescribed by the individual's physician. Tobacco products of any kind are not allowed in any program facility operated by McMan or agency vehicle. McMan refers to all of the above as Contraband.
3. Weapons are not allowed to be brought into a McMan facility or vehicle.
4. Illegal drugs and weapons will be confiscated and reported to the police.

**McMan Offices and Program Locations can be found on our website at [www.mcmancentral.ca](http://www.mcmancentral.ca)**



### **Testimonials from Clients and Stakeholders:**

*“I really like how the staff listen to me and are non-judgmental.”*

*“Can I come back and live with you?”* (Commented a client in the foster care program.)

*“They don’t make you feel like you were doing things wrong.”*

(Commented a parent regarding the staff of the Evergreen Parent Link Centre, Rocky Mountain House.)

*“The services are wonderful; I can’t believe they are free.”* (Commented a client of the Evergreen Parent Link Centre, Drayton Valley.

A caseworker commented, *“McMan were the hardest working staff and deserve recognition for all that they do.”*