



Staff Rights

Clinicians at Natalis Counseling & Psychology Solutions (Natalis) are entitled to:

- a. Have their professional qualifications and capabilities acknowledged;
- b. Have their contribution to the assessment, support, care, treatment, rehabilitation and/or recovery of mental health clients recognized;
- c. Work in optimal conditions of service delivery and employment including the right to ongoing training and a safe and supportive work environment;
- d. Be actively involved in the planning and management of services; and
- e. Contribute to the development and regular review of standards for evaluating services including both the process of service provision and the outcome of assessment, individualized care planning, support, care, treatment, rehabilitation and/or recovery;

Staff Responsibilities

Clinicians at Natalis Counseling & Psychology Solutions have the responsibility to:

- a. Provide the highest quality, evidence-based, best practice, assessment,
- b. individualized care planning, support, care, treatment, rehabilitation and recovery services to clients without stigma and discrimination;
- c. Be aware of and adhere to clients' bill of rights;
- d. Respect the privacy and confidentiality of clients, unless legislation requires otherwise;
- e. Inform clients about services that are available to them;
- f. Be responsive to the diverse social, cultural, spiritual, emotional and physical experiences, needs, and disabilities of clients,
- g. Inform clients about their rights and responsibilities, including mechanisms of complaint and redress, duty to care, professional development, auditing of files, data collection, opening of file to other disciplines to discuss, and obtain permission before discussion with external agencies.
- h. Deal with care complaint of clients fairly, promptly and without retribution;
- i. Keep adequate information systems including accurate and timely record keeping and to monitor the outcomes for clients; and
- j. Ensure their own knowledge base reflects current accepted best practice in assessment, individualized care planning, support, care, treatment, recovery and/or rehabilitation within the scope of their licensure with their respective board (Board of Psychology, Board of Medicine, Board of Behavioral Health & Therapy, Board of Marriage & Family Therapy, etc.) or of that to their licensed supervisor's board.