

POLICY NUMBER: POL-103

**Chapter:
BOARD OF DIRECTORS**

**Subject:
EXECUTIVE LIMITATIONS, TREATMENT OF CLIENTS**

**Effective Date:
January 23, 2003**

**Last Update:
October 24, 2013**

REFERENCE:

*Workers Compensation Act R.S.P.E.I. 1988, Cap. W-7.1, Section(s) 30.
Occupational Health and Safety Act R.S.P.E.I. 1988, Cap. 0-1.01, Section(s) 5(1).*

DEFINITION:

POLICY:

1. With respect to interactions with clients, the Chief Executive Officer shall not cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, undignified, unfair, or which fail to provide appropriate confidentiality and privacy.

Accordingly, she or he shall not:

- A. Use application forms or procedures that request information for which there is no clear necessity.
 - B. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to the material obtained.
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- C. Maintain facilities that fail to provide a reasonable level of privacy, both auditory and visual.
- D. Fail to establish with clients a clear understanding of what may be expected and what may not be expected from the service offered.
- E. Provide communication materials that are inappropriate for the reading level of the general population.
- F. Fail to inform clients of this policy or fail to provide a complaint process to those clients who believe that they have not been provided with a reasonable interpretation of their rights under this policy.

Monitoring

- 2. This policy will be monitored by the Board of Directors bi-annually and reviewed in March and September.
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HISTORY:

October 24, 2013 – Amended to remove section 1(g).

October 4, 2012 - Editorial changes made to the policy as a result of a review by the Board of Directors.

April 4, 2006 - Editorial changes made to the policy as a result of a review by the Board of Directors.

June 23, 2005 - Amended to add a new (E) to section #2 to outline that the Chief Executive Officer shall ensure communication materials are appropriate for the reading level of the general population.

September 22, 2004 - Amended to reflect a change in monitoring frequency for this policy from quarterly to bi-annually.

Board of Directors Approval Date: January 23, 2003
