

Client Participation in the Decision-Making Process

Policy

Due the constantly changing population of Lions Emergency Accommodation Centre Inc. (LEAC), routine decisions have to be taken in line with program guidelines and standards. Where practicable, and during review processes, client input will be sought and included in the decision-making process.

Procedure:

Suggestions for improvement of the service from clients are to be treated seriously, raised at Staff Meetings and clients informed of decisions taken.

Staff will encourage clients to participate in Focus Groups to assist in the evaluation of the Service.

From time to time, questionnaires may be developed and given to clients to assist in the improvement of service.

When staff become aware that a client plans to leave, they will be given an Evaluation form, with a stamped, addressed envelope to the Co-ordinator, for completion and return.

Clients attending the Interest Group will be encouraged to determine the direction of the group by choosing topics, presenting issues of concern and taking responsibility for the group.