

RIGHTS & RESPONSIBILITIES IN EMPLOYMENT COUNSELLING

CLIENT

To get the most out of the employment counselling experience, your rights and responsibilities as a client are:

RIGHTS:

- Receive an explanation of services offered by Workforce Development
- Have all that you say treated confidentially.
- Be treated with respect and professionalism.
- Expect counsellor to follow through on commitments made to you (i.e. phone calls, appointments, emails, etc.).
- End counselling process at any time.
- Request a new counsellor (reassignment depends of availability of other counsellors).

RESPONSIBILITIES:

- Be on time for appointments.
- Give at least 24 hours notice of cancellation or rescheduling an appointment.
- Be respectful with your language and actions towards your counsellor.
- Keep counsellor informed of progress and/or changes.
- Be honest about your goals, feelings, situation, and progress.
- Honour commitments made in your Action Plan ("work to do").
- Come to your sessions with a clear, open mind – *Ka'nikonri:io*.
- Be free of influences such as drugs or alcohol during your sessions.

EMPLOYMENT COUNSELLOR

RIGHTS:

- Be treated with respect by client.
- Expect client to attend sessions regularly and on time.
- Expect client to follow through on commitments made in their Action Plan.
- End sessions where client is suspected to be under the influence of drugs/alcohol.
- End counselling process if threats are made or acts of violence are committed.

RESPONSIBILITIES:

- Be on time for appointments.
- Give at least 24 hours notice of cancellation or rescheduling an appointment.
- Call client back and/or answer emails in a timely manner.
- Treat client with respect and professionalism.
- Maintain client confidentiality.
- Honour commitments made to client.