

POLICY TYPE:	EXECUTIVE LIMITATIONS		EL 2
POLICY TITLE:	TREATMENT OF CLIENTS		
CREATED:	September 26, 2002	REVISED:	October 23, 2008

With respect to interactions with clients or those applying to be clients, the Chief Executive Officer will not cause or allow conditions, procedures, or decisions which are unsafe, undignified or unnecessarily intrusive or which fail to provide appropriate confidentiality and privacy.

The Chief Executive Officer will not:

1. Elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access.
3. Operate facilities without appropriate accessibility and privacy.
4. Allow clients to be unaware of what may be expected and what may not be expected from the service offered.
5. Allow clients to be unaware of this policy or to provide a way to be heard for persons who believe that they have not been accorded a reasonable interpretation of their rights under this policy.

MONITORING REPORT		
TYPE / FREQUENCY		
INTERNAL	EXTERNAL	DIRECT INSPECTION
Annual (October)	Survey every three years	As Required