

Operations Bulletin 2017-9: In-Person Client Services

The Department is committed to ensuring a confidential and safe space for staff and clients to conduct in-person services and interviews. This Operations Bulletin reminds staff that they must provide clients with the option to conduct their conversations in a private space if asked. A client is entitled to this privacy and does not need to give a reason for requesting an alternative area. There are some situations when a client may be more inclined to make such a request, including those discussing domestic violence concerns or disabilities requiring an accommodation. If you have questions about what alternative space to use, please consult with your manager.