

Your Rights and Responsibilities as a Client



At Impact North Shore we are dedicated to offering comprehensive and innovative services for newcomers and to strengthening inclusion and equity.

Your Rights and Responsibilities as a Client

Impact North Shore is committed to providing high quality services to individuals and families. We believe that mutual respect between clients, staff, and volunteers is the best way to foster a service environment of excellence, diversity, and respect.

Your participation in service activities means that you agree to adhere to the rights and responsibilities in this document.

Your Rights:

As an Impact North Shore client, you have the right to:

- **Be treated with dignity and respect.** Your needs, values, beliefs, and experiences will be respected, and you can expect to receive services that are safe and affirming of your intersecting identities.
- **Receive services in a manner that is safe, respectful, inclusive, and non-discriminatory.** We uphold the *BC Human Rights Code*.
- **Have your personal information kept private and confidential.**
- **Receive professional services** that are responsive to your needs and delivered by our staff within the areas of their trained competence and to the best of their abilities.
- **Receive information about other available resources and services in the community.** If requested, we will facilitate referrals and transfer of information.
- **Decide on which Impact North Shore services you would like to access** based on your eligibility and needs and provide informed consent.
- **Be informed of service timelines.** We will do our best to inform you of when you can expect to receive services and provide you with information on alternative services if requested.
- **Refuse or withdraw from services at any time.** We will inform you of the outcomes of non-participation, if any.
- **Give feedback, suggestions, and ask questions of our staff.**
- **Know the process for submitting a complaint** and receive an adequate and timely process to resolve your complaint.

Your Responsibilities:

As an Impact North Shore client, you have the responsibility to:

- **Respect the rights of other clients, staff, and volunteers**, and treat them with dignity and respect.
- **Contribute to service environments that are safe, respectful, inclusive, and free of discrimination, bullying, harassment, and violence** against other clients, staff, volunteers, or any other person.
- **Not engage in any action that jeopardizes the safety, security, and well-being** of other clients, staff, volunteers, or any other person. This includes language and behaviours that promote ableism, ageism, classism, xenophobia, racism, sexism, homophobia, and transphobia.
- **Keep the confidentiality and privacy of others** including clients, staff, and volunteers.
- **Be actively involved in your client services** and play a role in addressing your needs with our support.
- **Adhere to our health and safety protocols.** We ask that you refrain from attending in-person services if you are feeling unwell.
- **Provide staff with the required information** in a timely manner to receive services.
- **Respect and follow program guidelines**, including attending appointments, workshops, and classes on time.
- **Tell staff ahead of time if you are unable to attend or will be late** for your appointment, workshop, or class.
- **Request and access services during designated service hours and using official service channels.** Please refrain from approaching staff for services outside of official service settings or service hours.
- **Tell our staff about accessibility, language, cultural, or other needs** that we should know about to provide responsive services.
- **Tell our staff about any changes to your information** such as contact information, immigration status, etc. in a timely manner.

Impact North Shore reserves the right to suspend, refuse, or terminate services to anyone who does not adhere to the client responsibilities outlined in this document.

Privacy and Confidentiality

We keep all information collected on your registration forms private in accordance with federal and provincial privacy legislations and our *Privacy Policy*. Our staff will use your information to contact you, to provide responsive services based on your eligibility and needs, and to count statistics for reports. We share no-name total numbers and other information in reports with our funders, the BC Provincial or Federal Canadian government to monitor Impact North Shore service quality, or for research.

As a rule, we do not share your name or any personal information that can be linked to you.

Please know that if you tell our staff information, talk to them about a problem, or if we make a referral, your name is never in any records we submit to the government.

The two unusual situations where we would share your information are:

1. If we have to because of a law or court order.
2. To prevent you or someone else from being hurt.



How can you give feedback or make a complaint?

Your feedback helps us improve our services. If you have any thoughts or concerns with our service, you can:

1. Talk to the staff member directly about your concerns.
2. Fill out a satisfaction survey, which can be found at the Impact North Shore front desk and website.
3. If you feel your rights have not been upheld, you are uncomfortable talking to the staff member directly, or you prefer to make an official complaint:
 - You can submit an official complaint by:
 - Emailing a written complaint to Feedback@ImpactNorthShore.ca
 - Sending a written complaint by post to:
Impact North Shore
207 – 123 East 15th Avenue
North Vancouver, BC, V7L 2P7
 - If you are unable to submit a written complaint by email or post, you can contact a manager at 604-988-2931 to file a complaint verbally.
 - If requested, our staff can support you to file an official complaint.
 - We will acknowledge receipt of your complaint within 5 business days of receiving it and explain the next steps in the process. Copies of the complaint will be provided to the Manager, Executive Director, and other relevant parties.
 - We review all complaints. Improvements are generated to enhance our programs, policies, and trainings.