

Client Rights and Responsibilities

You Have The Right To

Be treated with courtesy, dignity and respect, and without regard to race, gender, sexual orientation, religion, age or disability.

Privacy and confidentiality, except for legal and ethical limitations, or when you have given informed consent to obtain or release information.

Information about services and any fees charged prior to beginning a program.

Be considered the expert in your own life experience, which will be demonstrated by:

- gathering information primarily from you in assessment of the issues including you in planning services and setting goals and in regular review;
- accepting your decision to participate in or to refuse some or all services offered;
- being part of the decision to end services or plan follow-up services;
- having access to your own personal information in your file by appointment with your program supervisor.

Express your complaint about services by speaking to the person working with you and then if necessary their supervisor.

Limits of Confidentiality

We will protect your privacy with the following exceptions:

Suspected or confirmed child abuse or neglect must be reported to the Ministry of Children and Family Development

Danger to yourself or to others (example; suicidal, making threats, driving while intoxicated).

Court order for the release of records or for testimony.

Reporting to funders if required.

Supervision, quality improvement or accreditation processes at NSNH. All personnel involved will maintain strict confidentiality.

If you are a minor, under the age of 14, your parents/guardians will have access to your file.

You will be informed in writing should there be other exceptions in the specific program(s) you attend).

Complaint Process

Begin by discussing your complaint with the person you have a disagreement with, or speak to their supervisor.

If the complaint is not resolved, request information on the formal complaint process from the program, or the main office front desk at: NSNH, 225 East 2nd St., North Vancouver. You will receive the NSNH client complaint procedure and form.

File a formal complaint if the complaint is not resolved informally. Complaint information for NSNH and for government funding ministries is available from the main office front desk at the House (604-987-8138).

You Have The Responsibility To

Supply information reasonably requested to allow NSNH to determine service needs and to assist with developing and carrying out the service plan.

Be actively involved in all aspects of your services.

Inform staff of any medical condition, disability or cultural need that requires our awareness or accommodation in service provision.

Treat others with fairness, honesty and respect, including:

- maintaining the confidentiality and privacy of other consumers;
- refraining from any activity which threatens or endangers other consumers, staff members or visitors;
- complying with NSNH rules, policies and requests;
- informing the program if you are unable to attend an appointment or will be late;
- let the program know if address/phone number has changed;
- give us notice you are not going to participate in services any longer;
- express complaints to the proper authority.