

West Neighbourhood House	
Policy Title:	Participant Rights and Responsibilities
Approved by:	West Neighbourhood House Board of Directors
Approval date:	February 2014
Revision dates:	November 2018 / / / /

West Neighbourhood House recognizes the basic human rights of program participants¹ to independent expression, choice and action and ensures that each individual is given respect, dignity, consideration and privacy. At the same time West Neighbourhood House expects participants to be respectful of the organization, its staff, participants, volunteers and policies.

Rights:

- 1) The participant has the right to be treated in a manner that is considerate, respectful and that promotes independence;
- 2) The participant has the right to be treated in a manner that recognizes individuality and is sensitive and responsive to specific needs and preferences, including those based on ability, race, gender identity and ethnic, spiritual, linguistic, familial and cultural factors;
- 3) The participant has the right to be free from mental, physical and financial abuse;
- 4) The participant has the right to participate with staff and other providers in developing plans that address their needs and/or the care of their children/dependants participating in West Neighbourhood House programming;
- 5) The participant has the right to receive current information concerning services and who provides these services in language that is easy to understand;
- 6) The participant has the right to give or refuse voluntary and informed consent to the provision of any service or sharing of personal information (except as required by law);
- 7) The participant has the right to expect that all information and communications about their records will be treated in a confidential manner (except as required by law) as set out in the West Neighbourhood House Confidentiality and Privacy Policies;
- 8) Internal or external referrals by West Neighbourhood House staff are only made after the participant has agreed to such referrals and consented to the sharing of information. Voluntary and informed consent to referrals and sharing information may be verbal,

¹ Program Participants may also be referred to as members, clients and volunteers.

written, or implied in in the agreement to referral between the participant and West Neighbourhood House staff;

- 9) The participant has the right to access and review the content of their personal records as set out in the West Neighbourhood House Confidentiality and Privacy Policies;
- 10) The participant has the right to raise concerns or recommend changes regarding service provided by West Neighbourhood House without fear of interference, intimidation, discrimination or punishment. This includes complaints about the quality of service they have experienced. The Complaint Procedure as set out in the Complaints Policy shall be provided; and,
- 11) The participant has the right to know what West Neighbourhood House rules and regulations apply to their conduct as a participant and have access to laws, rules and policies affecting the operation of West Neighbourhood House.

Responsibilities²:

- 1) The participant has a responsibility to be respectful and considerate of staff, volunteers, and fellow participants of West Neighbourhood House;
- 2) The participant has a responsibility to follow the plan to which they have agreed, to the best of their ability. Equally, they must take responsibility for any decisions they make about not following the plan.
- 3) The participant has a responsibility to let staff know if they do not understand any of the information given to them;
- 4) The participant has a responsibility to let West Neighbourhood House know of any change in their personal contact information;
- 5) The participant has a responsibility to pay agreed upon fees in a timely manner; and,
- 6) The participant has a responsibility to be aware of and to follow West Neighbourhood House policies when at any of our locations or participating in West Neighbourhood House programs and services.

² West Neighbourhood House's expectation of a participant following through on these responsibilities is moderated by West Neighbourhood House's assessment of the participant's capacity to follow through.