



ALEX HOUSE PERSONNEL

Alex House personnel are required to be qualified by education and experience for the work that they do. You may contact the Alex House Executive Director to inquire about the qualifications of personnel providing services/ programs in which you participate.

All Alex House personnel must abide by policies and procedures to ensure program effectiveness, client/participant safety, inclusion, freedom from discrimination and professional ethics.

COMPLAINT PROCEDURE

Alex House is committed to providing quality services and programs to the extent that program budgets allow. Alex House is also committed to providing a welcoming, non-judgmental, safe and inclusive environment. If a disagreement or misunderstanding arises between you and an Alex House staff person or volunteer, we encourage you to discuss your concerns with the person most directly responsible for the service/program. If you are not satisfied that the matter is resolved, you may file a formal complaint. All Alex House staff persons are required to provide clients/participants with guidance regarding the process for making a formal complaint. You may also speak with the next senior staff person in order to file the complaint or you may phone the office and ask to speak with the responsible manager .

This brochure is intended to assist you, as a client, to participate in or receive programs & services in a way that supports your personal safety, privacy, respect and sense of inclusion. It is also intended to explain areas where Alex House is required to comply with legal requirements, to ensure the safety and inclusion of others with whom you come in contact, and to enable Alex House to use resources in a way that benefits the community as a whole, as well as individual clients/participants.

WHO WE ARE

Alexandra Neighbourhood House is a member of the Association of Neighbourhood Houses of BC. Alex House is also a community based, non-profit agency that provides quality services and programs for people of all ages on the Semiahmoo Peninsula and, in the case of some programs, the lower Mainland.

Programs are funded through the United Way, provincial and federal governments, grants, group/corporate and individual donations, fund-raising, fees for service and sales revenue.

Our programs/services include:

- Family, Child and Youth
 - Early Childhood Development (including residential camps for teen mothers)
 - Family Support Services (including children's programs/services)
 - Family Development through Camping (residential camping)
 - Community-based, Integrated Services for youth (including Reconnect)
- Adult, Community and Seniors
 - Programs for People with Disabilities (including residential camping)
 - Social and Independence Support for Seniors
 - Volunteer and Community Development (including community based programs)
 - Community Kitchen and Hot Lunch

CLIENT/PARTICIPANT FEEDBACK

All clients/participants are invited to provide feedback. If you do not receive an evaluation form for the program/service you have received, or have not been asked for feedback, please request a form from the person providing the service, or from the next senior staff person. Alex House also organizes discussion groups to invite feedback and we encourage you to participate in these gatherings.



Alexandra Neighbourhood House

CLIENT

PARTICIPANT

RIGHTS

AND

RESPONSIBILITIES

2916 McBride Avenue
South Surrey, BC V4A 3G2
Ph: 604-535-0015 Fax: 604-535-2720

www.alexhouse.net
info@alexhouse.net



CLIENT/PARTICIPANT RIGHTS

As a client or participant in Alex House programs/services, you have the right....

- To participate in decisions about the services that you receive or the programs in which you participate
- To determine what is best for you and your family.
- To receive services that are free of discrimination and in keeping with the Alex House/ANH Statement of Diversity.
- To see your service file if you have one.
- To feel assured that your personal information will be kept strictly confidential (except where required by law or court order). See "Confidentiality"
- To provide feedback about the service you are receiving or the program in which you participate. (See "Client/Participant Feedback")
- To make an informal or formal complaint about the service you are receiving or the program in which you participate. (See "Complaints")
- To refuse any service. (unless required by law or a court order)

CONFIDENTIALITY

Alex House client records and files are confidential. Your personal information is used strictly for providing services/programs for you and for evaluating the quality of our services/programs.

All staff, contractors and volunteers who have access to your file are required to sign a Confidentiality Agreement and to abide by it as a condition of employment.

sent to someone else, or if we wish to use your personal information (e.g. name, personal picture, testimonials, etc.) in any publication or promotional material. You may also request an appointment to review your file or to make a request that written materials in your file be sent to others.

NOTE: Exceptions to Confidentiality

There are some situations in which we are NOT required to maintain your records or personal information confidentially:

- 1) If a client/participant completes a written and signed consent form to allow us to release personal information, we are able to comply with his/her instructions.
- 2) If one of our personnel believes that anyone under the age of 18 years needs protection from abuse (physical, sexual or emotional) or neglect, he/she MUST disclose this information without your permission to the Ministry of Children and Family Development.
- 3) If a client/participant expresses a plan to harm him/herself or someone else, or reports being in possession of a weapon, legal or otherwise, we will disclose that information to the appropriate authorities.
- 4) If the behavior of someone on our premises poses a safety risk for themselves or others, we must notify the police (e.g. appears unfit to operate a motor vehicle and we have reason to believe that he/she intends to do so when leaving our premises, exhibits threatening behaviour etc.)
- 5) If a law/statute/regulation requires us to disclose information, we must comply.
- 6) If we are served with a valid subpoena, court order or search warrant, we must comply.

CLIENT/PARTICIPANT RESPONSIBILITIES

Alex House staff, contractors and volunteers have a responsibility to serve community members well. Clients and participants also share responsibilities:

- 1) When requested, to abide by guidelines and policies for your own well-being and that of other participants/clients and Alex House personnel.
- 2) To respect the rights, dignity and confidentiality of other clients/participants with whom you come into contact.
- 3) To refrain from behaviors that might compromise safety.
- 4) To follow schedules and rules for the services/programs in which you are participating.
- 5) To let Alex House know if you cannot attend a program/service for which you were scheduled, and - if applicable - to take personal responsibility for rescheduling. (Please note that Alex House refund policies require clients/participants to provide one week's notice of cancellation for fee-based programs, or fees paid are forfeited.)
- 6) To participate as you are able, undertaking actions/activities that will improve your life/your family's life.
- 7) To inform us if you believe that a breach of confidentiality has occurred, or if you have been treated unfairly or in a discriminatory manner.

The Association of Neighbourhood Houses of BC d.b.a.
 Alexandra Neighbourhood House
 is a Registered Charity under the Income Tax Act
 of Canada. Registration Number 36,
 Charitable Tax Number 10673296RR0001

