

Client Bill of Rights and Agency Agreement

Community Support Connections is committed to ensuring you are aware of your rights and responsibilities, and that you know how to exercise those rights. The Client Bill of Rights and Agency Agreement exists to ensure positive relationships and the safety and wellbeing of all associated with our agency.

As a Client of Community Support Connections I have the right to:

Be me - access agency services regardless of age, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex/pregnancy, sexual orientation, gender identity and expression, family status, marital status, mental or physical ability, or financial circumstances;

Feel Safe – in all interactions with agency staff and volunteers, regardless of my concerns, challenges or choices, in an atmosphere free from discrimination or harassment;

Be respected and valued - be treated in a courteous and respectful manner, and to be free from mental, physical, and financial abuse;

Be heard – voice concerns or recommend changes about the services provided or about the policies and decisions that affect my interests to the agency, government officials, or any other person without fear of interference, coercion, discrimination or reprisal. Appeal decisions regarding the provision of service;

Have choices in my care - be treated in a manner that respects my dignity in a way that promotes my independence. Be treated in a manner that recognizes my individuality, and is sensitive to and responds to my needs and preferences, including ethnic, spiritual, linguistic, familial, and cultural factors;

Be at the centre of my care - receive information about the services provided and who will provide them. Participate in my needs assessment, the development of my plan of service, and in subsequent evaluations and revisions. Give consent to, or to refuse consent to, the provision of the service;

Be informed - of the laws, rules, policies, and procedures affecting the operations of the agency and to be informed in writing of the procedures for initiating complaints about the agency; and

Have my privacy respected - have my records kept confidential in accordance with the law.

Every client of Community Support Connections is required to:

1. Treat other clients, volunteers, staff and workers in a courteous and respectful manner, free from discrimination and harassment.
2. Respect times of services scheduled and notify the office as soon as possible about cancellations or requests to change service delivery times.
3. Provide a safe working environment for service providers by adhering to Community Support Connections' health and safety policies and guidelines, including its scent free policy, and refraining from any type of smoking when a volunteer or worker is present.
4. Advise the agency if a personal health or other change has made a previously arranged service difficult to manage or no longer appropriate.

Client Signature: _____ Date: _____

Agency Representative: _____ Date: _____

Client Complaint and Appeal Process

Community Support Connections encourages clients, caregivers and members of the community to provide feedback, including compliments, safety concerns, complaints and/or conflicts. We listen to, respond to, and document this feedback in order to improve services and/or facilitate a fair, timely and acceptable resolution.

If you have a safety concern or complaint, please talk to your Community Connector or Program Staff. If your issue is not resolved, please call our office and ask to speak to the appropriate supervisor (see below). All complaints and safety concerns will be handled according to the agency's Client Complaint Process. An initial response will be provided within two business days.

Please contact us at 519-772-8787, or by mailing 61 Woolwich St N, Breslau, Ontario, N0B 1M0.

Level 1: If you have a concern about your service or a worker, please call their supervisor:				
Transportation Shopping Mike Thompson X 253	Exercise Stand Up To Falls Jenn McDonald X 208	Home Help Reuben Salonga X 214	Visiting, Caregiver Support, Service Coordination Lauren Maas X 213	Meals on Wheels, Friendly Connections Donna Bulpitt X 252
Response time: 2 business days				



Level 2: If you have a complaint about a Program Supervisor or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to:	
Meals on Wheels, Dining, Transportation, Shopping, Exercise Home Help, Visiting, Caregiver Support, Service Coordination Natalie Hoshing natalieh@cscmow.org	Billing, Business Practices Maria Flores mariaf@cscmow.org
or by mail at the address noted above.	
Response time: 2 business days	



Level 3: If you have a complaint about our policies or practices, or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to: Will Pace, Executive Director at willp@cscmow.org or at the address noted above. Response time: 5 business days



Level 4: If you have a complaint about the Executive Director, or your complaint has not been handled to your satisfaction at the previous level, please put your concerns in writing to: President of the Board at board@cscmow.org or by mail at the address noted above. Response time: 30 business days
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Level 5: If you feel you have been treated unfairly, or are not receiving an adequate response to your complaint, you may call Ministry of Health Complaints and Appeals Review Board at 416-327-8512.
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If you have a complaint about the privacy of your personal information, please contact **Community Support Connections' Privacy Officer, Natalie Hoshing** natalieh@cscmow.org.