

CONCERNS AND COMPLAINTS

You have a right to share concerns or complain about a service provided. Your complaint will be taken seriously, and you will be treated with respect and professionalism.

If you have a complaint about your program, a staff member or Options Community Services (OCS) in general, you may share the complaint with your worker or the supervisor of the service you are receiving. You may also ask any OCS staff member to assist you in taking your complaint to the appropriate person. If speaking with your worker or program supervisor does not resolve your concern, you may then choose to speak with first a Deputy Executive Director, and then the Executive Director.

At any time you may request a "Client Complaint Form" and submit a written complaint. These forms can be provided by your program's supervisor or by calling or visiting the front desk at either main office location (604.584.5811 or 605.596.4321).

The Complaint Process:

You may find your complaint is resolved within your first conversation. We will document the complaint and the outcome for our internal quality improvement process.

If it is not:

- The appropriate person will contact you within five (5) working days to discuss your complaint
- We may have discussions with others involved to resolve the complaint within ten (10) working days
- If the complaint is still not resolved, it will move up to the person at the next level who will speak with you to resolve the complaint within another ten (10) working days
- We will continue to help you work your way through the process until the complaint is resolved.

To ask for information about our complaint process or request a complaint form, call our front offices at 604.584.5811 or 604.596.4321

OUR VISION

We inspire hope and belonging for all.

OUR MISSION

We are a diverse organization, united in the purpose of helping people to help themselves, and promoting safe, healthy, vibrant communities.

OUR VALUES

Diversity

Integrity

Resourcefulness

Collaboration

Excellence

Your feedback is important to us. You can contact us through our website at www.options.bc.ca or via email: info@options.bc.ca

Options Community Services

9815 - 140 Street
Surrey, BC, V3T 4M4
P. 604.584.5811 | F. 604.584.7628

Website: www.options.bc.ca
Email: info@options.bc.ca

CLIENTS RIGHTS and RESPONSIBILITIES



Building Community
Inspiring Hope



Revised: January 2015

CONFIDENTIALITY

Protecting your personal information is important to us. At OCS we maintain strict compliance with all applicable privacy laws including PIPA and FOIPPA. We maintain our records on secure electronic client record systems, which adhere to the Personal Information Protection and Electronic Document Act (PIPEDA).

Your personal information is used only for the purpose of providing helpful, high quality services to you.

Your written consent will be requested:

- If information from your file is to be shared with someone else.
- If you or your family is asked to be observed or videotaped for supervisory purposes.
- Before photos of you or your minor children may be taken and/or shared.

EXCEPTIONS TO CONFIDENTIALITY:

We are required to share information without consent in the following circumstances:

- For the purposes of staff supervision and accreditation (quality assurance).
- We believe that anyone under 19 is being, or is likely to be neglected, or physically, sexually or emotionally harmed.
- We have reason to believe you may harm yourself or someone else.
- If anyone appears unfit to drive and we have reason to believe he/she intends to drive.
- A law or regulation requires us to share information.
- We are served with a court order, search warrant, subpoena, WorkSafeBC request or other legally binding request.
- Please speak with your worker if you require more detailed descriptions.

You may request an appointment to see your own file. If you are requesting access to your child's file, we will refer to BC laws to ensure appropriate protocol is followed.

CLIENT / VISITOR RESPONSIBILITIES

We provide services centered on you and your family. We do our very best to make OCS services and facilities safe, welcoming, respectful, and inclusive of all.

As a client or visitor to OCS, you are responsible for:

1. Following schedules and rules of the program and facility you are using.
2. Providing us with the information we need to be of service to you.
3. Letting your worker(s) know if you are unable to keep an appointment, and ensure you make a new appointment.
4. Behaving respectfully and take responsibility for your behavior.
5. Informing us if you have been treated unfairly.
6. Respecting the rights, dignity and confidentiality of other people you come in contact with at OCS.
7. Refraining from taking or sharing photos and information of OCS personnel and clients with others, particularly on social media sites.
8. Avoiding behaviors that jeopardize the safety of you or others.

CLIENT BILL OF RIGHTS

You have the right to:

1. Feel safe in our programs.
2. Use our services at your own level of comfort and understanding.
3. Be treated with respect regardless of ability, race, status, gender, sexual orientation, age, religion or beliefs.
4. Speak up and be heard when you have a concern without retaliation.
5. Ask questions and be informed about OCS policies and procedures.
6. Actively take part in deciding about the goals you want to work on and the services you receive.
7. Have your personal information kept private.
8. Give feedback to us about how we are doing.
9. Be informed of other resources that may be helpful to you.
10. Be informed why a service may have been refused, and to be informed of alternative resources.
11. Refuse a service that is offered to you.

The privacy of your information is important to us.

If you have questions or concerns, please contact OCS and ask to speak to a Deputy Executive Director or a Privacy Officer.