

CONCERNS AND COMPLAINTS

You have a right to tell us if you are not happy with our services. We will not be upset or treat you differently if you tell us you are not happy. We want to give you the best service we can.

If you are not happy with the service you are getting, you can ask someone to help you.

Here is what you can do if you have a complaint:

1. If you are unhappy with our services you can tell a staff or a trusted person. If you are still unhappy, you can speak with the Manager, who will try to solve the problem within 5 program days.
2. If you are still not happy tell the Manager you want to fill out a Complaint Form. The Manager or someone not in the program can help you fill out the form. You can also take the form home and ask your supports to help you with it.
3. Options staff will read the form and try to solve the problem with you.
4. If you are still not happy you can speak with the Executive Director within 10 program days. The decision of the Executive Director is final.

OUR VISION

A healthy, caring community, where everyone thrives.

OUR MISSION

We inspire hope and belonging for all.

OUR VALUES

Diversity
Integrity
Resourcefulness
Collaboration
Excellence

What you think is important to us.

You can contact us through our:

- ~ website: www.options.bc.ca
- ~ email: info@options.bc.ca
- ~ phone: **604.584.5811**

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
Charitable Registration # 811786227 RR0001

CLIENTS RIGHTS and RESPONSIBILITIES



Building Community
Inspiring Hope



Plain Language
June 2026

CONFIDENTIALITY

Staff sign a document that means they cannot talk about you with anyone outside your programs unless you say it is ok.

You or your support will sign a document that will tell us who we can talk with about you.

Here are some reasons we will ask if we can share some of your information:

- If we want to share information from your file with someone else. We do this to make sure we give you good service.
- If we ask to take a photo or video of you.
- If we want to share photos or videos of you on our social media or website.

EXCEPTIONS TO CONFIDENTIALITY:

There are some people we have to talk with, because they pay for the program.

We will talk with them about things like how you are doing in the program, and if you have an accident or incident at the program.

Sometimes staff will have to talk to others about you if the law says they must.

If you want to see your file you can ask a staff member.

CLIENT / VISITOR RESPONSIBILITIES

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

1. Follow schedules and rules of the program and facility you are using.
2. Give us the information we need to be of service to you.
3. Tell staff if you are not coming to the program, or have someone tell us.
4. Be respectful and be responsible for how you behave.
5. Tell us if you have been treated unfairly.
6. Respect the rights of other people you come in contact with at OCS.
7. Not take or share photos and information of OCS staff and clients with others, particularly on social media.
8. Avoid doing things that are not safe for you or other people.

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 no matter your ability, race, status, gender, gender identity, sexual orientation, age, religion or what you believe.
4. Speak up and be heard when you are worried about someone at OCS.
5. Ask us about OCS policies and procedures, and get a clear answer.
6. Decide your goals and the services you receive.
7. Have your personal information kept private.
8. Tell us about how we are doing.
9. Be informed of other resources that help you.
10. Be told why a service may not be right for you.
11. Refuse a service that is offered to you.