

West Neighbourhood House	
Policy Title:	Participant Rights and Responsibilities
Approved by:	West Neighbourhood House Board of Directors
Approval date:	February 2014
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West Neighbourhood House recognizes the basic human rights of all program participants¹ to independent expression, choice, and action. West Neighbourhood House strives to ensure that each individual is treated with respect, dignity, consideration, and privacy. At the same time, West Neighbourhood House expects participants to respect the organization, its staff, participants, volunteers, and policies.

Every participant has the following rights:

- 1) To be treated in a manner that is considerate, respectful and that promotes independence.
- 2) 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) To be free from mental, physical and financial abuse.
- 4) To participate with staff and other providers in developing plans that address their needs and/or the care of their children/dependents who participate in West Neighbourhood House programming.
- 5) To receive current information concerning services and who provides these services in plain language.
- 6) To refuse sharing of personal information (except as required by law). However, refusal may impact West Neighbourhood House’s ability to provide certain services.
- 7) To refuse services. However, refusal may impact West Neighbourhood House’s ability to provide certain other services.
- 8) To expect that all information and communications about their records will be treated confidentially (except as required by law) as set out in the West Neighbourhood House [Confidentiality](#) and [Privacy Policies](#).

¹ Program participants may also be referred to as members, clients, or customers.

- 9) To access and review the content of their personal records as set out in the West Neighbourhood House [Confidentiality](#) and [Privacy Policies](#).
- 10) To raise concerns or recommend changes regarding service provided by West Neighbourhood House without interference, intimidation, discrimination, or punishment. This includes complaints about the quality of service they have experienced.
- 11) To be informed of West Neighbourhood House's policies and procedures that apply to them.

Every participant has the following responsibilities²:

- 1) To be respectful and considerate of staff, volunteers, and fellow participants of West Neighbourhood House.
- 2) To let staff know if they do not understand any of the information given to them.
- 3) To let West Neighbourhood House know of any change in their personal contact information.
- 4) To pay any applicable fees in a timely manner.
- 5) To be aware of and to follow all West Neighbourhood House policies that apply to them at all applicable times.

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.