

## Confidentiality

**You have the right to privacy.**

You can expect that we will keep our records and what you say confidential.

We only share your personal info with your permission, under a Court order, or if we hear someone may be hurt (child neglect or abuse, or possibility of danger to you or to others).

We may share information with a program manager to consult for clinical supervision.

## Complaints

**You can make a complaint if you are not happy with the service.**

Ask your worker or any staff for our *Complaint Form*, or how to access the Representative for Children and Youth.

## Code of Ethics

This is a set of rules about how we should act that everyone at John Howard must know and follow. If we fail to follow these rules there will be a consequence for us as explained in our union agreement, employee handbook, and professional manuals.

**John Howard staff are committed to:**

- Promote the well-being of the people we work with.
- Act with integrity.
- Be competent in our job duties.
- Respect the basic human dignity of the people we work with.
- Help build a positive team environment at work.
- Protect the confidentiality of information.
- Not let personal life interfere with work.
- Promote high quality service at John Howard.

# JohnHoward

## CLIENT RIGHTS



What you can expect from our services



Web [www.jhsni.bc.ca](http://www.jhsni.bc.ca)  
Email [mail@jhsni.bc.ca](mailto:mail@jhsni.bc.ca)  
Crisis Line 1-888-494-3888  
Crisis Text "connect" to 686868



JHSNI  
foundrycomoxvalley  
foundrycampbellriver

## Most of our services are free!

Campbell River 250-286-0611  
Comox Valley 250-338-7341

# You have the

# RIGHT to...

**Express** your views about decisions that affect you while participating in John Howard programs.

**Be treated** with respect in an environment that is safe and free from any discrimination, abuse, financial or other exploitation, retaliation, neglect or humiliation. Seclusion and restraint are not used in our programs.

**Choose** whether or not to participate in the program or service, and to be told about any consequences (just to give you the facts, not to pressure you).

**Be respected** for your cultural heritage, your religious and spiritual beliefs, and to request these be considered in service planning (you can ask for an interpreter, if necessary).

**Invite** family and/or legal guardian to participate in decisions.

**Be informed** of restrictions the program may place on you, any events, attitudes or behaviours that may impact service. Also, the process to access service again.

**Be informed** of staff qualifications and our staff Code of Ethics.

**Be included** in setting and reviewing goals, and how to best achieve these goals.

**Understand** what other services may be offered to you, and whether you want to participate in these other services or not.

**Be informed** about how your information will be used and shared including for research, reporting, evaluation, and billing.

**Refuse** to allow us to collect or disclose information about you.

**Understand** who will be part of your service delivery team, and to refuse to work with specific members of the team.

**Be told** where else you can get help, including self-help and advocacy.

**Make** a complaint if you are not happy with the service.

## Your responsibilities

- Treat yourself and others with respect. Shouting, swearing, name-calling, etc. could result in you being asked to leave.
- Provide information that will help us to give you the best possible service.
- Come to appointments or group activities free of any alcohol, drugs, or weapons.
- Smoke in designated areas only.

### Program participation can finish when:

- You have accomplished what you want to (finished your service goals).
- You no longer want to come.
- The program isn't the right fit for you, or it can't offer what you need.
- If the Court or your probation officer gives the okay for you to stop.

### Looking at your file

You can request to see your file by talking to your program worker and filling out a form. John Howard is required to follow the *Freedom of Information and Protection of Privacy Act*.

## Feedback

We always try to make our services better! Please tell us how we're doing — ask for a Feedback Form. You don't need to put your name on it, responses are kept confidential.