

# 6 CLIENT RIGHTS AND RESPONSIBILITIES



- (a) Shelter providers will have Client Rights and Responsibilities, including a Client Code of Conduct, which will be posted in conspicuous areas of the shelter.
- (b) At a minimum, clients have the right to
  - (i) Expect that shelter staff will follow the TSS
  - (ii) Be treated in a non-judgmental and respectful way
  - (iii) Participate in a fair and clear complaint and appeal process without fear of reprisal
  - (iv) Provide feedback about current and potential shelter policies and services and the way services are delivered
  - (v) Actively participate in the identification of their housing and related goals
  - (vi) Receive support from shelter staff to achieve their housing and related goals
  - (vii) Be given clear and accurate information in order to make informed decisions about the support services they receive
  - (viii) Receive assistance from shelter staff with understanding information that is presented to them and with completing forms or other paperwork
  - (ix) Request and receive access to their personal and health information that is collected and stored by the shelter
  - (x) Have their personal and health information and privacy protected to the extent that legislation allows
  - (xi) Contact SSHA directly for information about the shelter system and to provide feedback about their service experience.
- (c) Clients will
  - (i) Follow the rules of the shelter
  - (ii) Treat all individuals with respect
  - (iii) Respect the property of the shelter, clients, staff, volunteers, visitors and members of the neighbourhood in which the shelter is located

- (iv) Work collaboratively with shelter staff to develop a service plan and to work toward achieving the goals set out in the service plan.
- (d) Clients will not
  - (i) Discriminate against any individual or group of individuals
  - (ii) Engage in violent, abusive or harassing behaviour
  - (iii) Impose personal beliefs or standards on others.

## 6.1 CLIENT INPUT

- (a) Client input will be sought in all areas of program planning, program development, policy development and program evaluation in multiple ways, including but not limited to exit interviews, discharge surveys, one-on-one interviews, client surveys, client focus groups, client advisory groups and/or residents' meetings.
- (b) Shelter providers will hold a minimum of one (1) residents' meeting monthly to obtain residents' opinions and input about shelter operations and proposed policy or program changes.
  - (i) Notice of a residents' meeting must be posted in conspicuous areas of the shelter at least one (1) week in advance of the meeting.
  - (ii) Residents will be encouraged to attend and participate in these meetings.
  - (iii) Minutes must be recorded at these meetings and the minutes and resolutions to any concerns or issues raised must be posted in an area accessible to residents within two (2) weeks of the meeting, and remain posted until the next residents' meeting.
- (c) Shelter providers will assist SSHA in its implementation of any system-wide survey of shelter clients, such as the Street Needs Assessment and the Client Satisfaction Survey.