

CLIENT RIGHTS AND RESPONSIBILITIES*

Clients have the right to:

- Expect that program staff will follow the 24-Hour Respite Site Standards
- Be treated in a non-judgmental and respectful way, free from discrimination, harassment, racism and oppression
- Live in an environment free from anti-Black racism (e.g., discrimination, prejudice and harassment)
- Participate in a fair and clear complaint and appeal process
- Provide feedback about program policies and services and how services are delivered
- Actively participate in the identification of their housing and personal goals
- Receive support or referral from staff to help achieve their housing and personal goals
- Be given clear and accurate information in order to make informed decisions
- Receive help to understand information given to them by program staff
- Receive help to complete forms
- Request and access their personal/health information if it is collected and stored by the program
- Have their personal/health information and privacy protected
- Contact Toronto Shelter and Support Services directly for information about the shelter system, 24-Hour Respite Sites and to provide feedback

Clients are expected to:

- Follow the rules of the program
- Treat all individuals with respect
- Be responsible for the care, behaviour and control of their pet, emotional support animal or service animal
- Respect the property belonging to the program, clients, staff, volunteers, visitors and neighbours

Clients will not:

- Discriminate against any individual or group of individuals
- Engage in violent, abusive or harassing behaviour
- Impose personal beliefs or standards on others
- Engage in racist and/or anti-Black racist behaviour, including using racist and/or anti-Black language (e.g., racial slurs)

STAFF CODE OF CONDUCT*

Staff will:

- Understand and acknowledge the power inherent in their position and work from an inclusive client-centered, anti-racism/anti-oppression approach
- Act professionally, with integrity, objectivity and equity
- Treat all individuals in a respectful, non-judgmental way free from discrimination, harassment, racism and oppression
- Follow the 24-Hour Respite Site Standards
- Explain the purpose of requests for a client's personal information
- Ensure that clients have clear and accurate information in order to make informed decisions
- Acknowledge that their workplace is a client's temporary place of respite and attempt to minimize the negative impacts of their presence
- Acknowledge when they are in a situation they are not adequately skilled to handle and seek direction and support from their peers and supervisors
- Strive to continuously update their professional knowledge and skills
- Abide by all of the program's policies and procedures

Staff will not:

- Discriminate against any individual or group of individuals
- Engage in violent, abusive or harassing behaviour
- Impose personal beliefs or standards on others
- Become involved in a client's personal life beyond their professional function
- Have personal relations or accept gifts (except of nominal financial value) and/or services from current or former clients



* Adapted from the 24-Hour Respite Site Standards