

CLIENT RIGHTS AND RESPONSIBILITIES*

Clients have the right to:

- Expect that shelter staff will follow the Toronto Shelter 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 shelter policies and services
- Actively participate in the identification of their housing and related goals
- Receive support from shelter staff to achieve their housing and related goals
- Be given clear and accurate information in order to make informed decisions
- Receive help to understand information given to them by shelter staff
- Receive help to complete shelter forms
- Request and access their personal/health information that is collected and stored by the shelter
- Have their personal/health information and privacy protected
- Contact Toronto Shelter and Support Services directly for information about the shelter system and to provide feedback

Clients will:

- Follow the rules of the shelter
- Treat all individuals with respect
- Respect the property of the shelter, clients, staff, volunteers, visitors and neighbours
- Work with shelter staff to develop a service plan and work toward achieving established goals

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:

- Follow the Toronto Shelter Standards
- Abide by all of the shelter's policies and procedures
- Treat all individuals in a respectful, non-judgmental way, free from discrimination, harassment, racism and oppression
- Respond professionally and appropriately to complaints
- Ensure that clients have clear and accurate information in order to make informed decisions
- Explain the purpose of requests for a client's personal information
- Acknowledge the power inherent in their position and work with a client centered, anti-oppression approach
- Act professionally, with integrity, objectivity and equity
- Treat a client's personal/health information and client files as confidential
- Acknowledge that their workplace is a client's temporary home and attempt to minimize the impacts of their presence in sleeping areas and washrooms
- 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

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
- Engage in racist and/or anti-Black racist behaviour, including using racist and/or anti-Black language (e.g. racial slurs)
- 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 Toronto Shelter Standards