



**NORTH BAY
INDIGENOUS
FRIENDSHIP
CENTRE**

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🌐: www.nbifc.org

CLIENT RIGHTS STATEMENT

We hope that your experience at the North Bay Indigenous Friendship Centre will be a rewarding one for you and/or your family. Our aim is to provide you with quality services and support.

The North Bay Indigenous Friendship Centre is grounded in the fundamental value of respect. We acknowledge that to show respect entails the obligation to share and give of ourselves in the provision of services. In our work, we will demonstrate respect for children, youth, families, communities, staff, care providers, Elders and the traditions and culture. This respect is demonstrated through effective listening, clear communication, a non-judgmental attitude and recognition of cultural diversity and the unique strengths of others. It is demonstrated by a shared commitment to safeguard the rights and dignity of those we serve.

The North Bay Indigenous Friendship Centre is committed to ensuring anyone with a communication barrier has the proper support. Example of a barrier could be difficulties in sight; hearing; language other than English; literacy; etc. Please do not hesitate to tell your program worker if you require assistance.

1. Client Service

We will operate from the position that the proper role of NBIFC service providers is to facilitate the ability of individuals and families to help themselves, while supporting the development of strong and healthy indigenous communities. NBIFC service providers will therefore not assume responsibility that properly belongs to the individual or family and which they are capable of assuming. We will regard the people we serve not as passive recipients of a service, but rather as participants who should share control over some dimensions of the services they receive. To the degree allowed by age and capacity, individuals will participate in decisions about goal setting, frequency of appointments, referral to other resources, participation of other parties.

2. Confidentiality / Privacy

Anyone who contacts the North Bay Indigenous Friendship Centre is protected by the Personal Information Protection and Electronic Documents Act (PIPEDA), agency policy and professional ethics which means that a strict code of confidentiality is maintained. No information about you is released to a third party without your signed authorization except as required by law, as in a case of child abuse or upon clear, concrete evidence of planned or committed acts of violence. Within NBIFC, your file may be reviewed in the course of routine management or professional supervision. Only with a signed authorization will your file be reviewed for quality assurance purposes by third party auditors or accreditation reviewers. This signed authorization can be revoked at any time made in writing to the Executive Director.

3. Electronic Communication and Confidentiality

Please be aware that electronic correspondence is not a complete secure method of communication and may jeopardize confidentiality. In addition, any Electronic Communication (text; email; Facebook) between you and the North Bay Indigenous Friendship Centre program employee/s that discusses more than simple scheduling issues may be considered part of your client file.

4. Privacy Policy

You can either request a hard copy of the N BIFC privacy policy or you can view it on our website. Should you have a communication barrier please let your program worker know and we will assist you in understanding it by means necessary. (translation/verbal/etc.)

5. Quality Assurance

The North Bay Indigenous Friendship Centre is a not-for-profit, charitable organization dedicated to the community it serves and a member agency of the Ontario Federation of Indigenous Friendship Centres. The NBIFC follows uniform standards of excellence, governance and integrity. Programs are regularly monitored by the Executive Director in addition to the quarterly reports submitted to the OFIFC.

6. Evaluation

In order to maintain quality assurance, your evaluation of the service you receive from the North Bay Indigenous Friendship Centre is important. You will be asked to participate in two ways: 1) to fill out an Outcome Questionnaire at the start of your counselling sessions, and again at a later session. This is an extremely valuable tool used to measure your personal expectations of the program; or progress and the goals you have worked towards with the assistance of your program worker; 2) to fill out an Evaluation Questionnaire when service ends. This is a feedback tool to help us maintain or further develop an effective program. Feel free to make suggestions about how the service can be improved or comment on where it excels. The Questionnaire will be given to you at your final session or mailed to your home.

7. Access to Records

Client files and the information contained in them are the property of the North Bay Indigenous Friendship Centre. You have the right to review your file with your program worker or the Executive Director. Clients may request at any time to review their file for completeness or inaccuracy.

8. Process to request

Clients must submit a written request with original signature to the NBIFC Executive Director. The NBIFC will have 30 calendar days from the date of the written request to provide access to the client file. NO REQUEST MAY BE REFUSED. Clients must submit a written request with original signature to the NBIFC Executive Director outlining inaccuracy.

9. Complaints

Should you have a complaint about any of the above, please make your concerns known to your program worker. If you are not satisfied with the resolution, you have the right to speak with the Executive Director who will provide you with the Complaint Process document. This document can also be accessed at any time at www.NBIFC.org