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## SERVICE DELIVERY POLICIES AND PROCEDURES

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<b>Section:</b> SERVICE DELIVERY CONTEXT	<b>Policy Number:</b> SD 2.6
	<b>Total Pages:</b> 1 of 2
<b>Policy:</b> Rights and Responsibilities of Women Supported	<b>Date Approved:</b> January 27, 2016
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<b>Policy Attachment(s):</b> COMPLAINTS PROCEDURE; STATEMENT OF RESPONSIBILITY	

### POLICY

Gillian's Place promotes respect and fairness in all interactions within the service delivery context and living environment. As such, each woman living at the shelter is made aware of her rights and her responsibilities within 24 hours of her arrival at the shelter. Any woman who feels her rights are not respected has a right to a Complaints Process. Women are also required to sign a Statement of Responsibility indicating their understanding of and intent to comply with expectations and provisions of living at Gillian's Place.

The women and children supported by Gillian's Place have the right to:

- Be treated with dignity and respect and to be free from discrimination and harassment, especially which is based on race, ancestry, colour, place of origin, ethnic origin, sexual orientation, or disability;
- Privacy and confidentiality of personal information and identity;
- Services and supports that respond to their unique circumstances, allow for self-determination and informed decision-making;
- An environment in which they feel safe, free from violence;
- Be informed of their rights and responsibilities as a resident in the shelter and/or a client participating in other programs provided by the organization;
- Lodge a complaint regarding the service being provided, facility, treatment received by staff or volunteers, the behaviour of other residents, and any other matter that affects their safety, security or planning for their future without fear of a reprisal;
- Receive a timely, fair and effective response to any complaint that has been lodged; and
- A process to elevate their concerns to a higher level if the initial complaint is not felt to be resolved.

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## PROCEDURES

- 1.0 Upon admission to services provided by Gillian's Place, the designated staff will inform the client of her rights.
- 1.1 The designated staff will inform the client of the Complaints Procedure which can be used at any time that the client feels her rights are not respected.
- 1.2 The designated staff will review the Statement of Responsibility with each client within twenty four (24) hours of her arrival at the shelter.
- 1.0 The counsellor ensures that a signed Statement of Responsibility is on file and a copy is given to the woman.

## **Complaints Procedure**

### **Step One**

Discuss your concern(s) with the staff involved. If there is no staff involved, then you may discuss with the Program and Services Coordinator. If you are able to resolve your conflict or concern you do not need to go to the next step. If you do not reach a solution you have the option to go to the next level (Step Two).

### **Step Two**

The client having the concern(s) will contact the immediate supervisor of the staff involved in Step One. This supervisor is then responsible to discuss the issue with you and try to reach a solution. If a solution is not reached at this level, you have the option to go to the next level (Step Three).

### **Step Three**

The immediate supervisor of the worker involved and/or the client will contact the Executive Director to discuss the issue and try to reach a solution. If the client is not satisfied or does not receive a response in a timely manner, they have the option of going to the next level (Step Four).

### **Step Four**

At this level the client having the concern(s) will be encouraged to write down steps that have been taken to date to try to resolve the issues and must write down their concerns in writing to the Board of Directors. The Executive Director will forward the written concern to the appropriate liaison on the Board of Directors.