

## Rights and Responsibilities of Clients and Staff

ISANS is a community where all can belong and grow. Our values are inclusion, diversity, respect, innovation, collaboration, and accountability. Staff and clients must work together to uphold these values. As part of this work, ISANS strives to empower clients, recognizing they have the skills, knowledge, and confidence to succeed.

### **In Canada, we are each responsible for our own decisions and actions.**

Please read this document to learn about the rights and responsibilities of ISANS clients and staff.

Everyone has the right to be treated with respect and are responsible for treating others with respect — regardless of age, race, colour, religion, creed, ethnicity, nationality or aboriginal origin, sex, sexual orientation, physical or mental disability, family or marital status, source of income, association with protected groups or individuals, political belief, affiliation or activities, gender identity or gender expression.

ISANS' environment must be free of abuse and violence of any form, including threats, harassment, discrimination and physical, mental/emotional, economic and sexual abuse.

These rights and responsibilities help us create and maintain a community where everyone is respected.

If clients or staff members cannot uphold the rights or responsibilities in this document, ISANS will take appropriate action to address the concerns, in accordance with ISANS' Complaint, Harassment and Violence policies and procedures.

To read the full Clients and Staff Rights and Responsibilities document, please go [here](#).

If clients or staff members cannot uphold the rights or responsibilities in this document, ISANS will take appropriate action to address the concerns, in accordance with ISANS' Complaint, Harassment and Violence policies and procedures.

Thank you for helping us create and maintain a community where everyone is respected.

### **ISANS clients have the right to:**

- Receive professional services
- Receive more information about, or be referred to, ISANS services or services in the community
- Make the final choice about the settlement decisions that are best for them and their family
- Stop service at any time
- Access, by appointment, their personal information in their confidential file according to ISANS' Confidentiality, Consent and Privacy policies and procedures
- Have their personal information kept private, except when:
  - ISANS is required by law to share information through court order, subpoena or search warrant
  - A client indicates that they will hurt themselves or others, or discloses they plan to commit a crime (information will be shared with appropriate authorities)
  - A client gives written or verbal consent to share specific information
  - A client shares information about the abuse of a child under the age of 19
- Make a complaint about ISANS' services

## ISANS clients are responsible to:

- Respect staff and other participants and act in an appropriate manner that maintains safe, respectful, and inclusive interactions for on-site, off-site and virtual programming
- Maintain the confidentiality and privacy of others
- Stay home if they are sick and follow public health guidelines
- Confirm that ISANS is open (for example, during stormy weather), by checking our website [www.isans.ca](http://www.isans.ca) or by calling 902-423-3607
- Arrive on time for services (including classes, appointments, field trips, camps) and tell their ISANS staff member if they will be late, unable to attend, or need to re-schedule
- Tell their ISANS staff person how to contact them and their family
- Tell their ISANS staff person about any changes to their home address and telephone number
- Find childcare for the times they are at ISANS.
  - Some programs have childcare available – clients must check if their program has childcare and register their child.
- Watch their children and follow all childcare rules
- Use ISANS' space and furniture with care
- Respect ISANS' scent-free policy
- Use ISANS' Complaint process to share any issues they may have with ISANS' services

## ISANS staff are responsible to:

- Contact clients if they are late or if their appointment needs to be cancelled
- Stay home if they are sick and follow public health guidelines
- Respond to client inquiries within two business days
- Ensure essential services are available to clients while they are away from the office
- Provide clients with information to help them to address their needs
- Connect clients with service providers in their community based on their needs and the services available in Nova Scotia
- Share client information when:
  - We are required by law to share information through court order, subpoena or search warrant
  - A client indicates they will hurt themselves or others, or discloses they plan to commit a crime
  - A client gives written or verbal consent to share specific information
  - A client shares information about the abuse of a child under the age of 19
- Share clients' concerns and complaints about ISANS services with ISANS Management in a timely manner
- Follow ISANS detailed policies and procedures for areas referred to in this document

## ISANS staff cannot:

- Give advice on financial, legal, immigration, or medical questions – ISANS staff are not financial advisors, lawyers, immigration officers, government workers, or doctors
- Change the decisions of employers, service providers, or government about an ISANS client's case
- Talk about services other clients have received from ISANS and/or other service providers
- Accept gifts or money

### **ISANS staff have the right to:**

- Say no to service delivery outside of regular hours, services or locations
- Say no to service delivery if clients are not meeting their responsibilities as outlined in this document and other ISANS policies and procedures
- Consult with their supervisor or manager on concerns about client behaviour and expectations

### **Making a complaint at ISANS:**

As a client, you can talk with ISANS staff about any problems you have with ISANS' services. ISANS staff have the responsibility to explain the complaint process. You can make a formal complaint by calling ISANS front desk (902 423 3607) or sending an email to [complaints@isans.ca](mailto:complaints@isans.ca). You can leave a message in English, French or your first language. Please visit <http://www.isans.ca/about/complaint> for more information.