PRIVACY

Archway programs and staff follow all government laws concerning privacy.

Information is gathered for the following reasons:

- Your need for services
- Referrals
- Service planning
- Service activities
- Your progress
- Follow-up
- Improving our services

If you have concerns about confidentiality, please contact the Archway Privacy Officer at PrivacyOfficer@Archway.ca

ACCESSING YOUR PERSONAL INFORMATION

Much of the information that Archway collects falls under the Personal Information Protection Act (PIPA). However, some of our programs collect information that is only to be released by the program's funder and this is governed by the Freedom of Information and the Protection of Privacy Act (FIPPA).

You have the right to access most information at Archway regarding you. To do so, you must file an access to information request with the agency. The Archway privacy officer will process the request and collect the information you have requested. There may be fees for the collection, sorting, and printing of the information you requested.

COMPLAINT PROCESS

If you are unhappy about our services, we want to know. We will address your concerns and continue to give you the same or better service. There are two ways to address concerns: informal and formal.

Informal - share your concerns with your worker or the program supervisor.

Formal – if the informal process does not work, ask for a complaint form and guidelines from the program or the main office reception at:

Archway Community Services
2420 Montrose Avenue Abbotsford, B.C. V2S 3S9

604-859-7681 or hello@archway.ca

AFTER-HOURS CRISIS SUPPORT

If you are in crisis and need emotional support please let your worker know. If the crisis occurs after 4:30 PM or on weekends, please call your local crisis line. **Help is just a call away - 24 hours a day - everyday.**

Fraser Health Crisis Line	**Toll Free: 1.877.820.7444**
Kids Help Phone	**Toll Free: 1.800.668.6868**
BC Suicide Crisis Hotline	**Toll Free: 1.800.784.2433**
Victim Link BC	**Toll Free: 1.800.563.0808**

Archway
Community Services

OUR VISION

Justice, opportunities and equitable access for all.

OUR MISSION

Archway Community Services strives to be an agency that fosters community well-being and social justice through positive action and leadership.

STATEMENT OF DIVERSITY

We are children, youth, adults and seniors.

We are of all races, religions, all cultures, all abilities, all sexual orientations, all genders, and all economic levels.

We speak many languages.

We value diversity.

We endeavor to reflect this diversity in our volunteers, board and staff.

We respect all our neighbours and clients and extend our respect to them in all that we do.

We embrace all types of families.

Therefore, we will act to promote inclusion of all in our agency and in our community.

Client Rights and Responsibilities

Archway
Community Services

2420 Montrose Avenue, Abbotsford, BC V2S 3S9

604.859.7681 | hello@Archway.ca

Archway.ca

WELCOME TO ARCHWAY COMMUNITY SERVICES

The following are important things that you need to know about receiving services at Archway.

YOU HAVE THE RIGHT TO:

1. Be treated with courtesy, dignity and respect, without regard to race, ethnicity, gender, sexual orientation, family, religion, age or ability.
2. Be considered an expert in your own life experience. To show this we will:
    - Gather information from you regarding your need for services;
    - Include you in planning services, setting goals, and regularly reviewing them;
    - Accept your decision to participate or not, in some or all of the services offered (unless required under a court order);
    - Include you in deciding when to end services or in planning follow-up;
    - Welcome your ideas for improving our services, during and after receiving them.
3. See your personal information in your file by making an appointment with the program supervisor or through an access to information application.
4. Receive information about services before beginning.
5. Be told of any fees charged before beginning services.
6. Tell us your concerns about the services you have or have not received. If you are not happy with services or your worker, please tell us.
7. Confidentiality, except for the legal and ethical limits explained in this brochure.
8. Allow us to share information to help you get better service.
9. Be physically safe. The use of seclusion and restraint is never permitted in Archway programs.
10. Only be involved in research projects that you have consented to.

LIMITS TO CONFIDENTIALITY

- Possibilities of child abuse or neglect must be reported to the Ministry of Children and Family Development (MCFD) or the Fraser Valley Aboriginal Child and Family Services.
- Danger to yourself or others (for example, suicidal, making threats, or driving while under the influence of alcohol or drugs)
- Court order for the release of records; for instance, Work Safe BC (WCB) may obtain information if you have made a work related injury claim.
- Giving evidence in court when required.

Information will be shared with the following people when necessary to ensure quality service:

- Program supervisors
- Other workers in the program
- Other Archway Programs on a "need to know basis" for referral and service coordination
- Funders
- Professionals making referrals
- Internal and external professional reviews for quality services.

All these people follow professional codes of ethics to protect your confidentiality.

If you are under the age of 13, your parent or legal guardians may have to give consent for services and may have the right to access the information in your file on your behalf.

If there are other exceptions to confidentiality in the program you attend, your worker will tell you.

YOU ARE RESPONSIBLE TO:

1. Share accurate information when asked, so Archway workers can plan your services.
2. Tell staff about any relevant medical condition, disability, barriers, cultural needs or anything else that we can do to provide better services for you.
3. Treat others with fairness, honesty and respect, including:
    - Keeping information about other clients you see here confidential.
    - Avoiding any activity that might harm other clients, staff members or visitors.
    - Following Archway rules or requests.
    - When at Archway, not bringing any alcohol or recreational marijuana, illegal drugs or weapons.
    - When you need to take medication, only bringing what you need that day.
    - Only using smoking or vaping products in permitted areas.
4. Tell your worker or other staff if you are not able to attend an appointment or will be late.
5. Tell your worker or other staff of any changes to your address, phone numbers or court orders.
6. Supervise your children while at Archway unless childcare is provided by the program.
7. Tell us if you are going to leave Archway services.
8. Tell us if you have any concerns or complaints.

If you are unable to meet these responsibilities, you may be denied further services. If this happens, you will be told by the program if it will be possible for you to regain access to the service.