



## Bringing care and community together

The Western Ottawa Community Resource Centre (WOCRC) offers health and social services and programs to benefit individuals of all ages in far west Ottawa.

### OUR VISION

We envision a future in which Western Ottawa is comprised of vibrant, safe and healthy communities where everyone has access to the services and resources they require for their health and well-being.

### OUR MISSION

The WOCRC partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities. We are committed to ensuring access to permanent and quality French Language Services in our designated programs and services.

### OUR GUIDING BELIEFS

The WOCRC's deeply held beliefs are demonstrated through our day-to-day interactions with clients, partners, volunteers, members and staff.

#### EMPOWERMENT

We believe that people have the right to make their own choices, and take control, individually and collectively, of their lives.

Therefore, we are committed to providing information and resources which will enable people to make informed decisions. We are dedicated to creating an environment where people participate in activities that promote social change.

#### EQUITY

We believe that dignity, respect and justice are rights of all people regardless of age, language, ethnicity, culture, religion, ability, gender, income, geographical location or sexual orientation.

We acknowledge that there are systemic, social and cultural barriers that prevent people from having equal access to resources and opportunities.

Therefore, we are committed to recognizing and addressing barriers such as violence, poverty, isolation, exclusion, oppression and discrimination, so as to enable people to reach their full potential.

#### PARTNERSHIP

We believe that by working together we can achieve more than we can on our own.

Therefore, we are committed to creating partnerships with individuals and groups that build on equality, respect, integrity, accountability and responsibility. We will engage with others in a supportive, non-judgmental environment where everyone can share knowledge, experience, strengths and skills.

#### INNOVATION

We believe that we will transform our vision into reality by developing innovative solutions to the complex and diverse issues facing our community.

Therefore, we are committed to creating a learning culture that is flexible, dynamic, embraces change, and encourages evolutionary thinking. We are dedicated to sharing our learning, knowledge and best practices for the benefit of the people with whom we interact.



## CLIENT RIGHTS

At the WOCRC, we respect all our clients and take their rights very seriously. Specifically, we believe that our clients have the right to:

- Be treated in a courteous and respectful manner, and to be free from mental, physical, and financial abuse by the service provider.
- Expect that all care provided will be conducted in a professional manner. The client has the right to information regarding the qualifications of staff working at the Centre.
- Be recognized for their individuality, needs and preferences, including ethnic, spiritual, linguistic, familial, cultural, sexual orientation, gender expression and gender identity factors.
- Be informed about the nature of, and approach to, service being proposed by staff prior to the intervention occurring. For consent to be 'valid,' the client must be able to understand the implications of the service provided, as well as the benefits and costs of the service. The client must be physically and mentally able of providing consent.
- Receive service in French if participating in a program that has been designated as bilingual (i.e., English/French).
- Participate in the service provider's assessment of their needs, the development of the plan of service, and in the service provider's subsequent evaluations and revisions.
- Know about other available services appropriate to their needs.
- Voice concerns or recommend changes to their service, without fear of interference, coercion, discrimination or reprisal.
- Refuse service and be informed of the consequences.
- Be made aware of the limits to confidentiality, including harm to self or others and legal requirements.
- Have their records kept confidential in accordance with the law. Clients have a right to privacy that will be respected by staff throughout the WOCRC. Information gathered from the client throughout the course of the service provided will be subject to the rules of confidentiality.
- Issue a complaint regarding their service at the WOCRC.
- Correct factual errors in their record.
- Ask that their information be released to a third party.
- Know when they are receiving services of a student and/or volunteer and the right to refuse these services.
- Review agreements between the various funders and the WOCRC.

Along with the WOCRC's Guiding Beliefs, these Client Rights are a fundamental part of our approach to serving residents of our community.

## CLIENT COMPLAINTS

The WOCRC recognizes that in spite of efforts to meet client needs, there may be times when clients are not satisfied with the services received. Any correspondence received in French from a client in a designated program, for the purposes of a complaint, Complaint Policy and Procedure to be followed and addressed in French. For all other undesignated programs, efforts will be made to respond accordingly.

The full policy and procedure is available to you upon request by:

Phone: **613-591-3686**

Email: **info@wocrc.ca**



## CLIENT PRIVACY PROTECTING YOUR PERSONAL INFORMATION

### Our Commitment

We are committed to protecting your personal information. This information is given to us in trust and will remain confidential.

1. All WOCRC staff and volunteers are committed to maintaining the confidentiality of your information.
2. When the WOCRC collects information from you, it will only be to provide you with services that you have requested. You are not required to provide any information beyond what is required to meet your needs.
3. WOCRC staff work in teams to provide you with comprehensive services. Information may be shared among those directly involved in providing you with services. We will not share information about you with others outside the Centre without your permission, except under special circumstances (see Limits of Confidentiality).
4. Your file belongs to the WOCRC. You are welcome to request access to your file. The WOCRC will be responsive to any questions or concerns that you may have regarding the protection of your privacy at the WOCRC.

### Privacy and Security of Your Information

The Personal Information collected in your file belongs to you. The privacy and protection of your information is a priority. In the assessment process, we only collect the information we need in order to determine your service and support needs. The information cannot be used for any other purposes without your permission.

- Your information is kept in a secure place.
- Your information will only be viewed by authorized people who deliver your services.
- All service providers have signed contracts to keep your information confidential.
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspected breach or unauthorized access to your personal information.

### Limits of Confidentiality

The WOCRC may report information to third parties without consent only if required by law. Examples include:

- If we believe that you are a danger to yourself or others;
- If we suspect that a child under the age of 16 is at risk;
- If our records are subpoenaed by the courts.

### Protecting Your Privacy

The collection of personal client information is fundamental to providing quality community, health, and social services. The WOCRC has always understood the importance of confidentiality and we have taken additional steps to ensure the privacy and protection of your information.

We have:

- Approved a Privacy Policy;
- Appointed Chief Privacy Officers to answer your inquiries and concerns;
- Set up safeguards for handling paper, electronic and verbal personal information.

### Questions or Concerns?

If you would like to know more about how your personal information is handled feel free to ask our Chief Privacy Officer by calling **613-591-3686** or emailing **[cpo@wocrc.ca](mailto:cpo@wocrc.ca)**. If you would like to review the *WOCRC Privacy Policy*, please visit **[www.wocrc.ca](http://www.wocrc.ca)**.

### The Privacy Commissioner

If you have any issues or concerns about how your information is being handled, you have the right to contact the Information and Privacy Commissioner of Ontario at:

**2 Bloor Street East, Suite 1400**

**Toronto, ON M4W 1A8**

**Phone: 1-416-326-3333 or 1-800-387-0073**

**[www.ipc.on.ca](http://www.ipc.on.ca)**



## SERVICES AVAILABLE

### COUNSELLING SERVICES

Counselling Services provides free confidential short-term and crisis counselling. Transportation, child care and interpretation services are available upon request.

- Brief counselling to children, youth and adults
- Crisis intervention
- Referral to another agency or community resources
- Counsellors are available by phone or in person

### CHILD AND YOUTH PROGRAMS

- Ontario Early Years Centre – Carleton
- Resource Library
- English and French drop-ins
- Homework Club
- Bullying Prevention
- The ZONE Youth Drop-In
- The Queerios LGBTQ+\* Youth Drop-In
- Child and Youth Community Development

### VIOLENCE AGAINST WOMEN

- VAW Counselling Program
- Child Witness Program
- Chrysalis House – Women's shelter
- Peer Support Program
- Transitional and Housing Support Program
- CAS/VAW Integrated Services Program

### COMMUNITY DEVELOPMENT

Working with residents and community groups to bring change, take collective action and generate solutions to common problems. Community development ranges from small initiatives within a small resident group to large initiatives that involve the broader community and partners.

### ACCESS TO FREE COMPUTERS

- Free computer and Internet use
- Computer training with volunteers

### VOLUNTEER RESOURCES

- Placement of volunteers in a variety of programs
- University and high school student placements
- Opportunities for ages 14 and up

### COMMUNITY SUPPORT

The Community Support Services program is committed to helping seniors and adults with a physical disability live independent, active and meaningful lives.

- Foot Care Clinics
- Diners Clubs
- Friendly Visiting and Telephone Assurance
- Craft Group
- Meals on Wheels
- Snow Go ASSIST Program
- Adult Day Program
- Caregiver Support Groups
- Telephone Assurance program
- Service Arrangement
- Transportation

Specific costs of services are available in the Community Support Services brochure

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