



Informed Consent to Service

Welcome to Maple Ridge/Pitt Meadows Community Services

In receiving service you will:

- Be treated with courtesy, dignity and respect, no matter what your race, culture, gender, age, disability, sexual orientation, spiritual or political beliefs.
- Have your privacy and confidentiality respected.
- Participate voluntarily and have your suggestions and complaints heard and addressed in a timely manner.
- Be part of the decision to change or end services or withdraw your consent.
- Access your own personal information on request.

And we ask that you:

- Tell us about any medical conditions, disabilities, cultural/spiritual practices, you think we should know about in order to give you best service.
- Respect agency property.
- Inform us if you will not be able to attend your scheduled appointment.
- Understand that we do not offer emergency services and that staff are not available outside of their work schedule.
- Inform us if you wish to discontinue service.
- Lastly we have an expectation that you will treat agency staff and volunteers with fairness, honest and respect.

Confidentiality

- We assure you of the highest levels of confidentiality and ethical standards. All paper and electronic client records and communications are kept secure and confidential and follow privacy standards.
- Your information is kept confidential within your program team and with the program supervisor. Client records are reviewed for quality purposes by authorized colleagues also bound by confidentiality.
- Information or records will only be released to external persons with your written and informed consent at which time you will sign a release of information form.

Limits to confidentiality:

- If we get information that leads us to suspect that a child (18 and under) is at risk for, or has been physically, sexually or emotionally abused or neglected we are legally required to make a report to the Ministry for Children and Family Development. We are also required to give the Ministry information if they are investigating the safety of a child. This is about protecting children from harm.
- We are also required to inform others or authorities if there is reason to believe that you may pose a risk to your own safety or the safety of others.
- We are required to provide information and release your client record when this is subpoenaed by a court of law.

Other areas to note:

- We cannot guarantee confidentiality if you choose to use email or text messaging to reach us through our agency email system or cell phones.
- Please do not use, or rely on, voicemail, email or text messaging as a form of emergency communication as we may not be available to respond in time.
- If you were referred to our services (e.g.: MCFD, Fraser Health) your case manager or social worker will want feedback (verbally and in writing) on your progress on agreed-upon goals, as well as your level of participation in service.

In the interests of best service:

Your concerns are very important to us and we want to hear from you. You are invited to do so by following the complaint procedure provided to you at the beginning of service.

We value your feedback about your service experience and greatly appreciate your input by completing Client Satisfaction and Outcome Measurement surveys for your program. However, you are not obligated to participate, and we will not attach your name to your feedback. This information helps us continually improve the services we provide.

Your signature below means that you have had confidentiality explained and that you are making an informed consent to participate in service.

Signature of Client

Client Name / Printed

Signature of Client

Client Name / Printed

Staff Signature

Date