



# **FAMILY SUPPORT** Institute of **BC** *families supporting families*

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*Family Support Institute of BC Rights of Persons Served*

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The Family Support Institute of BC protects and promotes the rights of the individuals and families we serve ("clients"). This policy applies to all programs and services providing services to clients.

Family Support Institute of BC ("FSI") recognizes the inherent dignity and rights of all individuals accessing its services and complies with all applicable governmental laws and regulations, including but not limited to the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act, the BC Human Rights Act, and the United Nations Declaration on the Rights of Indigenous Peoples.

### **Our Commitment to Individuals and Families:**

The Family Support Institute of BC is committed to the principles of Diversity, Equity and Inclusion. We believe that you have the right to receive support in a culturally safe and trauma informed manner.

FSI will actively consider the diverse needs of the people we serve and tailor our services to be accessible and culturally responsive. As you engage with our services, we invite you to identify any aspect of yourself or your situation that you would like us to know, so that we may provide the best possible support. This may include, but is not limited to: Culture, age, socio-economic status, gender, sexual orientation, race, language and religion/spirituality. You have the right to be free from discrimination for any reason.

FSI implements the following policies to uphold and promote the rights of persons served:

### **Confidentiality of Information**

FSI ensures that all information pertaining to persons served is kept confidential and is disclosed only with the explicit consent of the individual or as required by law.

### **Privacy**

FSI respects the privacy of persons served and takes measures to safeguard their personal information from unauthorized access or disclosure.

## **Freedom from Abuse, Exploitation, and Neglect**

FSI is committed to providing an environment free from abuse, financial or other exploitation, retaliation, humiliation, and neglect. Any such incidents will be promptly addressed and resolved.

## **Access to Information**

Persons served have the right to access information relevant to their care and decision-making process. FSI ensures that individuals receive necessary information in a timely manner, including access to their own records.

## **Informed Consent**

FSI respects the autonomy of persons served by obtaining informed consent or refusal for service delivery, release of information, concurrent services, composition of service delivery teams, and involvement in research projects, where applicable.

## **Access to Advocacy Services**

Persons served have the right to access self-help support services, and advocacy support services. FSI facilitates access to such resources as needed.

## **Research Ethics**

When persons served are involved in research projects, FSI adheres to established guidelines and ethics to ensure their rights and well-being are protected.

## **Investigation and Resolution of Alleged Infringement of Rights**

FSI has procedures in place to thoroughly investigate and resolve any alleged infringements of rights in a fair and timely manner.

## **Communication of Rights**

Rights of persons served are clearly communicated to individuals prior to the initiation of service delivery and at least annually thereafter for long-term program participants.

## **Complaint Procedures**

The Family Support Institute recognizes that there may be occasions when concerns or grievances arise regarding our services, and we value the opportunity to address these issues promptly and effectively. Complaints may be made via an online form: [FSI complaint form](#); via email to: [fsi@fsibc.com](mailto:fsi@fsibc.com) or via phone to our Office Manager: (604) 540-8374

## **Documentation and Analysis**

FSI documents all formal complaints received and conducts an annual analysis to identify trends, areas needing improvement, and actions taken to address them. The effectiveness of these actions is evaluated to ensure continuous improvement

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