



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

Family Support Institute of BC Rights of Persons Served

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 support to clients.

The Family Support Institute of BC (“FSI”) recognizes the inherent dignity and rights of all individuals accessing its services and complies with all applicable laws and frameworks, including the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act, the BC Human Rights Code, the Personal Information Protection Act (British Columbia), 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. Individuals and families have the right to receive support in a culturally safe, trauma-informed, and respectful manner.

FSI actively considers the diverse needs of the people we serve and tailors services to be accessible and culturally responsive. Individuals and families are invited to share aspects of their identity or circumstances that they would like FSI to consider in providing support, including but not limited to culture, age, socio-economic status, gender, sexual orientation, race, language, and religion or spirituality.

All individuals have the right to be free from discrimination for any reason.

FSI is committed to advancing cultural safety, anti-racism, and reconciliation, and to respecting Indigenous rights, perspectives, and approaches to support.

Right to Voluntary Participation and Withdrawal

Individuals and families have the right to choose whether to access support from FSI and may decline or withdraw from services at any time, without consequence or impact on future access.

Individuals and families may determine the nature, frequency, and extent of their engagement with FSI.

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.

FSI recognizes that trust is foundational to peer support. Information shared by individuals and families is provided within a confidential, relational context and will not be shared with external parties without consent, except where there is a legal obligation to disclose, such as situations involving risk of harm or duty to report.

Privacy

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

Right to Independent and Non-Surveilled Support

Individuals and families have the right to access peer support in a space that is independent from government and service delivery systems.

This includes the right to speak openly and share experiences without concern that their information will be monitored, evaluated, or shared externally without their consent.

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 concerns will be addressed promptly and appropriately.

Relational Safety and Respect

Individuals and families have the right to be treated with dignity, respect, and compassion in all interactions.

FSI is committed to providing an emotionally and psychologically safe environment that is non-judgmental, inclusive, and responsive to individual needs and experiences.

Access to Information

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

Informed Consent

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

Consent must be voluntary, informed, and may be withdrawn at any time.

Participation in Discussions and Protection of Peer Support

Individuals and families receiving support from the Family Support Institute have the right to be fully involved in all discussions about their circumstances.

If an external agency requests to meet or speak about an individual or family without them present, FSI will:

- Explain that our practice is to include the individual or family in discussions about them
- Seek explicit consent from the individual or family before sharing any information
- Support the individual or family to participate in a way that feels comfortable and safe

As a peer support organization, FSI's role is to walk alongside families, grounded in lived experience. We do not provide independent, clinical, or neutral assessments, and will not participate in processes that compromise confidentiality, trust, or the integrity of the peer support relationship.

FSI is committed to upholding the dignity, rights, and voice of the individuals and families we support in all interactions.

Right to Role Clarity

Individuals and families have the right to understand the role of FSI as a peer support organization.

FSI does not act as a service provider, case manager, clinician, or decision-maker, and does not participate in system-led assessment or oversight processes involving individuals or families.

Access to Advocacy Services

Persons served have the right to access self-help, peer support, and advocacy services. FSI supports individuals and families in connecting with these resources as needed.

Research Ethics

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

Participation in research is voluntary and based on informed consent.

Investigation and Resolution of Alleged Infringement of Rights

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

Communication of Rights

Rights of persons served are clearly communicated prior to the initiation of support and at least annually thereafter for individuals receiving ongoing services.

Complaint Procedures

The Family Support Institute recognizes that concerns or grievances may arise and values the opportunity to address them promptly and effectively.

Complaints may be made:

- Via online form: FSI complaint form
- By email: fsi@fsibc.com
- By phone: (604) 540-8374

Documentation and Continuous Improvement

FSI documents all formal complaints and conducts regular analysis to identify trends, areas for improvement, and actions taken. The effectiveness of these actions is reviewed to support continuous quality improvement.