



Service User Rights and Responsibilities

The mission of Scarborough Women's Centre is to facilitate the empowerment of any woman wanting to leave an abusive or isolating situation, so she can implement long-term positive changes with confidence.

As a service user of Scarborough Women's Centre you enter into a partnership with us. In order to have an equal partnership we tell all of our service users what their rights and responsibilities are.

Service User Rights:

- To receive service that is respectful, free of discrimination and oppression of any kind.
- To receive services in a professional manner.
- To have all of your information kept confidential.
- To make a complaint and have your complaint handled in an appropriate and timely fashion.
- To clearly understand how service will be provided.
- To be treated in a manner that respects dignity, privacy and promotes autonomy.

Service User Responsibilities

- To provide adequate notice (24 to 48 hours notice) when canceling any service, workshop, meeting or appointment with any staff or volunteer of the Scarborough Women's Centre.
- To be respectful of staff, volunteers and other service users of the Scarborough Women's Centre.
- To communicate constructive feedback to help the Centre improve.
- To disclose all relevant information that could affect your safety or the safety of the service provider.
- To adhere to the policies of Scarborough Women's Centre: Boundaries Policy, Computer Access Policy, Privacy and Confidentiality Policy.

Approved by the Board of Directors, December 13th, 2007

With input from Consumer Advisory Group, staff, and Governance Committee