



Your Rights and Responsibilities as a Client of Family Service Toronto

Welcome to Family Service Toronto (FST). We hope that we can give you the kind of support and help that you are looking for.

When you receive services from Family Service Toronto you have the right to:

- receive high-quality service
- be treated with respect and courtesy
- have your information kept private and confidential except as described in FST's Privacy Statement
- be listened to and have staff work with you to make a plan to address your concerns
- receive service in offices that are safe, clean and accessible
- get information and support to help you make decisions to improve your situation
- be served without discrimination
- discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have
- request a change of staff member if there is another staff person available who can address your issues and your request is reasonable – you should know that discriminatory requests will not be considered.

This is what we ask from you:

- Treat the staff and others at FST with courtesy and respect.
- Let FST know 24 hours before if you cannot come to an appointment.
- Pay what you can afford for services that charge fees.

PRIVACY AT FAMILY SERVICE TORONTO

FST Privacy Statement

Family Service Toronto keeps the information clients, donors and members give us safe and confidential. We follow strict rules set out by law about protecting this information.

FST collects, uses and shares personal information about our clients, donors and members in order to:

- Provide quality programs and services to clients.
- Provide information to other people or organizations with client consent (for example, making a referral for service)
- Contact clients, donors and members to evaluate FST's service and work
- Conduct research to understand the kinds of issues our clients are facing
- Contact individuals about our fundraising and membership activities
- Recognize donor contributions
- Review client files to ensure high quality of service and documentation.

FST may also collect, use and share personal information with consent or as permitted or required by law.

CLIENT PRIVACY

FST keeps client files on computers and on paper with information including:

- how to contact clients (e.g., name, address, phone number)
- a description of clients (e.g., income, age, languages spoken)
- information about the issues clients are facing
- a description of the services FST provided to each client.

Only people who are involved in client service at FST are allowed to look at a client's record. We have security, passwords and policies to make sure that client information stays private.

There are times when FST is required or permitted by law, to release information about a client without asking for consent. We will release information if:

- we believe someone is in danger of immediate harm
- a child under the age of 16 is at risk of or has been abused or neglected
- we have been subpoenaed by the court
- we have to obey a summons, warrant or similar order and
- other times when we are permitted or required by law.

Clients have rights regarding their confidential record. Clients can:

- ask to see a copy of their record
- get a copy of their record
- ask for help in understanding their record
- ask to have errors or omissions in their record corrected
- refuse to give their consent to share or use their information
- change their mind about sharing or using their information
- ask to have FST privacy and confidentiality policies explained
- complain to FST's Privacy Officer if they think their privacy is not being protected.

If clients want to see their record or discuss some part of it, they can speak to their staff member, a manager or FST's Privacy Officer.

DONOR AND MEMBER INFORMATION

We collect donor and member contact information (e.g., name, address, phone number, e-mail address) and information about donor/member history (e.g., history of giving; year membership was first obtained). FST does not trade or sell any of its donor or member information. A list of donors is published annually and donors may remain anonymous if they wish. For more information about our donor and member information practices, please contact the Manager of Development at **416-595-9230 ext. 242.**

HOW TO REACH US

To Contact FST's Privacy Officer

If you have any questions or concerns about how your personal information has been collected or used, please call FST's Privacy Officer at **416-595-9230 ext. 316** or by e-mail at privacyofficer@familyservicetoronto.org.

Complaint Process

If you want to complain about how your personal information has been collected or used, you can contact FST's Privacy Officer or The Office of the Information and Privacy Commissioner of Ontario at **416-326-3333**.

Service Access

To find out information about Family Service Toronto programs, call us at **416-595-9618**.

COMPASSION. COMMUNITY. CONNECTION.

At Family Service Toronto, we're passionate about helping people. We are one of Toronto's oldest non-profit social service agencies, serving more than 12,000 individuals and families in need each year and advocating for people who are marginalized. Our solution-focused services help to strengthen families and individuals and build healthier communities for everyone.

Our services are available to anyone living or working in Toronto, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, disability, level of literacy, marital or family status, income or political affiliation.

Visit us at www.familyservicetoronto.org



For People For Change

FAMILY SERVICE TORONTO

FST welcomes diversity and is committed to a policy of equity and inclusion.



**United Way
of Greater Toronto**

A United Way
Member Agency