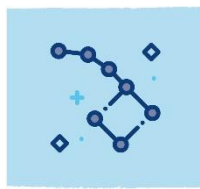


PARTICIPANT RIGHTS AND RESPONSIBILITIES

Our Values

Stella's Circle has identified five core values – our principles and beliefs – that support our vision and mission and shape the culture of the organization. The values were developed through consultations with staff, participants, and volunteers. Living these values helps to hold us accountable for our actions, provides us with direction, and helps us guide our work.

You'll find more information on these values on our website: StellasCircle/core-values/



· **Respect** · **Wisdom** · **Connectedness** · **Innovation** · **Courage** ·

As a participant of Stella's Circle, you are entitled to the following rights and responsibilities.

You have the right to:

- Receive professional care regardless of your views, age, race, culture, spiritual traditions, gender identity, gender expression, sexual orientation, and mental and physical abilities,
- Be safe from discrimination.
- To have personal information kept confidential unless consent is provided to share. This consent is voluntary and can be withdrawn at any time. There are exceptions to maintaining confidentiality. That includes:
 1. If a staff person believes that you or someone you know will harm yourself or others;
 2. If you disclose that a child, dependent adult, or elderly adult has been or is suspected of having been abused or neglected;
 3. If information is requested by a subpoena or court order; or
 4. For public health or for public safety reasons.
- To receive services or attend programs voluntarily and stop receiving services at any time.
- Be supported through referrals to appropriate services and supports.

You have the responsibility to:

- Be an active participant in establishing your personal goals.

Stella's Circle

Hope Lives Here

- Treat other Stella's Circle participants, volunteers, and staff with courtesy and respect, free from discrimination, harassment, and any form of abuse.
- Respect and maintain the confidentiality of other participants.
- Respect Stella's Circle property.
- Help create safe spaces by ensuring no weapons are brought onto Stella's Circle sites.

Participant Feedback Process

Stella's Circle provides a process for comments or concerns when you feel issues have arisen and the *Participant Rights and Responsibilities* guidelines have not been followed.

If you have a concern you are asked to first discuss the matter with your Stella's Circle contact, such as a Case Manager or Employment Counselor. If this does not resolve the issue, an expression of concern can be made to the Program Manager or designate. If possible, the complaint should be in writing and support to do that can be provided. Concerns will be reviewed and a response will be provided to you within 14 days.

If you feel your issue has not been resolved appropriately, the concern will be forwarded to a member of the Stella's Circle senior leadership team (a Director). That person will review and a written response will be provided to you within 10 working days.

If you are not satisfied with the response of the Director, the concern can be forwarded to the Chief Executive Officer (CEO). The CEO or designate will provide a decision within 10 working days and that decision will be the organization's final response.

Complaints about discrimination and harassment can also be made to the Human Rights Commission. Complaints may also be made to organizations that represent different professions such as Social Workers, Counsellors, or other health related disciplines.

To file a complaint if, at any time, during your involvement with Stella's Circle you feel you have a serious issue or that you have been treated unfairly - you may contact 738-8390 for more information on the complaints process or where to direct the complaint.

For more information, contact Stella's Circle:

Phone: 709-738-8390
Email: info@StellasCircle.ca
Mail: 142 Military Road, St. John's, NL A1C 2E6
Website: StellasCircle.ca