

CLIENT'S RIGHTS AND RESPONSIBILITIES OF NEWCOMER CENTRE OF PEEL

Last updated August 2013
All NCP policies are subject to change without notice.

Welcome to Newcomer Centre of Peel (NCP).

Client's Rights:

- Receive high-quality service
- Be treated with respect and courtesy without discrimination
- Have your information kept private and confidential except as described in NCP privacy policy
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Get information and support in order to make educated decisions
- Discuss service received from staff to identify if it is working for you and express any questions or complaints that you may have

Client's Responsibilities:

- Treat the staff, volunteers and others at NCP with courtesy and respect. Discriminatory and oppressive behaviours will not be tolerated
- Inform NCP 24 hours prior or as early as possible if you cannot come to an appointment
- Follow NCP policies and procedures (e.g. fire drill evacuation guidelines and lunch room guidelines), in order to maintain a safe, clean and accessible environment for all