



## Westcoast Child Care Resource Centre

www.wccrc.ca | www.wstcoast.org  
604-709-5661

### Client Rights and Responsibilities

Westcoast Child Care Resource Centre (Westcoast) is dedicated to supporting the healthy development of children, families and their communities by providing child development and child care information, referrals, training and resources for parents, caregivers and others who provide services to children and families.

Westcoast respects and promotes the human, legal and civil rights of persons served and seeks to ensure that they obtain all services to which they are entitled.

#### Hours of Operation

Westcoast is open Monday, Tuesday, Thursday and Friday 9:00 am to 5:00 pm, Wednesday until 8:00 pm, and Saturdays from 10:00 am – 4:00 pm except for statutory holidays and occasional special closures.

Westcoast Library is open Wednesday and Thursday 10– 8:00 p.m., Friday 10:00 am – 5:00 pm, and Saturdays from 10:00 am – 5:00 pm except for statutory holidays and occasional special closures.

Workshops, courses and other services/events may occur on weekday evenings or on Saturdays.

#### Client Rights

1. **When you are using Westcoast's services, you have the right to:**
  - Be treated in a fair and dignified manner and receive courteous, respectful, efficient and fair service.
  - Be treated without discrimination based on race, gender, religion, political affiliation, sexual orientation or other protected grounds.
  - Approach a staff member should you need help.
  - Have your personal information kept confidential.
  - Know what personal information is collected about you and to have the chance to correct this information if it is wrong.
  - Have your personal information protected, in accordance with the *Freedom of Information and Protection of Privacy Act*.
  - Make a complaint if you believe your personal information is not collected, used or disclosed appropriately.
  - Make a request in writing to review and/or insert a statement into your records.
  - To be informed of the procedure for initiating complaints about the service provided without fear of reprisal. (*Client Rights and Responsibilities Brochure*)
  - Reasonable access to the photocopier, computer, Wi-Fi and telephone.
  - Refuse or discontinue service.



- 2. As a Westcoast client, you also have the right:**
  - To expect all staff to be advised of the above rights and to assume that all staff will respect the above rights.
  - To expect all staff, upon being hired, and thereafter through in-service training, to have up-to-date information on the statement of rights and responsibilities.
  - To terminate services from Westcoast at any time.
  
- 3. If you have a serious complaint about service you have received from Westcoast:**
  - Please ask staff for the Grievance/Complaint Form and complete the form making sure that you have answered all the questions. Place the completed form in an envelope, seal it and forward it to the Director of Administration. All information on the form is kept confidential.
  - You will be contacted within 10 working days of receipt of the completed form.

## **Client Responsibilities**

- 4. When using Westcoast's services, you have the responsibility to:**
  - Treat staff and other clients with courtesy and respect.
  - Use Westcoast resources in a safe and responsible manner.
  - Give accurate information when completing forms.
  - Give feedback on how we're doing.

### **For more information**

If you believe your rights have not been respected please complete the Grievance/Complaint Form and forward to the Director of Administration, #225 - 3665 Kingsway Vancouver BC V5R 5W2 or email [info@westcoastfamily.org](mailto:info@westcoastfamily.org)

**Westcoast reserves the right to refuse service to anyone who is not in compliance.**