

# Service Agreement



**Welcome to Support House! We are a supportive housing organization and our outreach and peer support staff offer practical and emotional supports to assist you in achieving increased wellness in your life. We look forward to working alongside you.**

## Our Supports

### Support House staff will

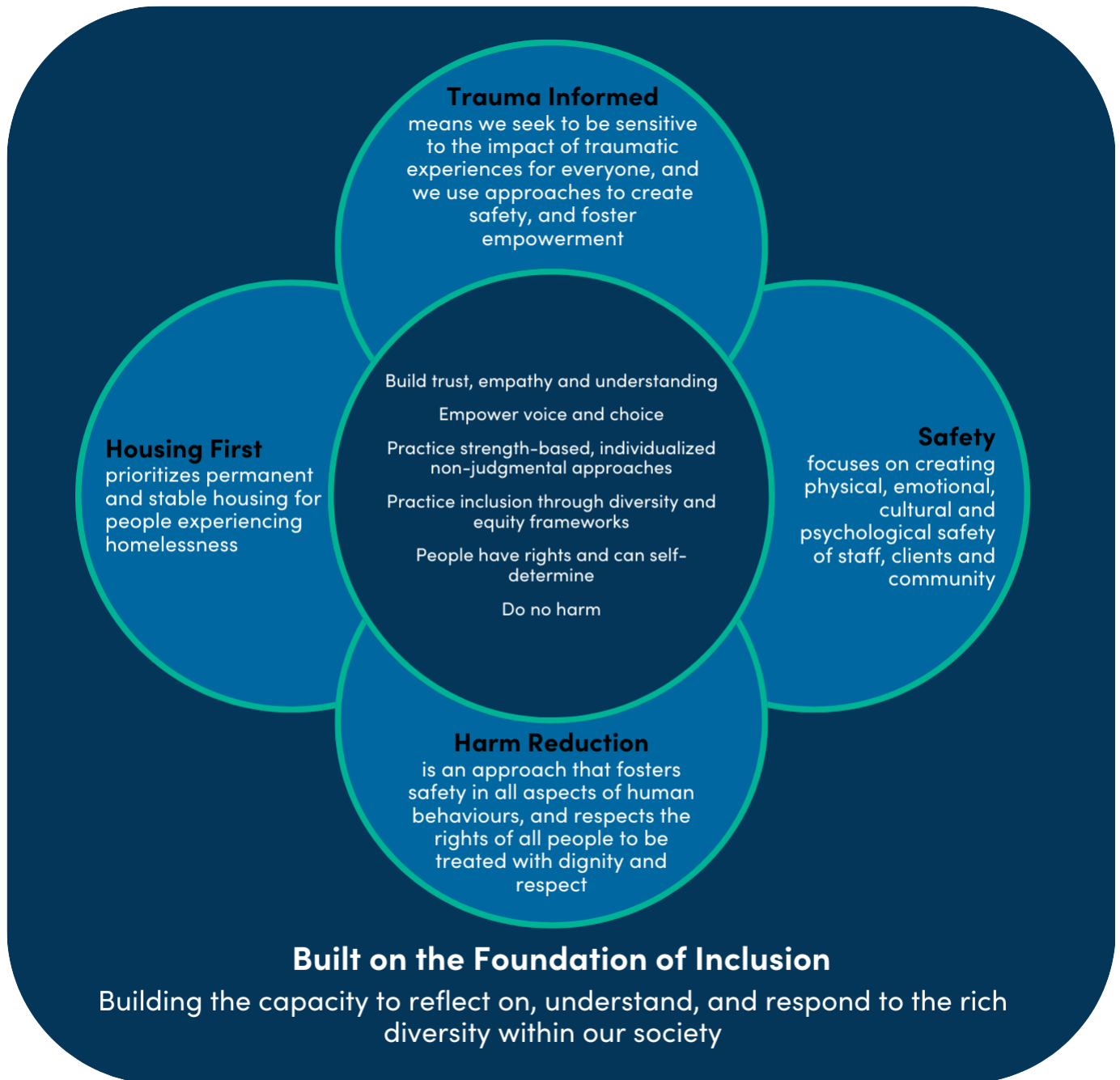
- Listen to you
- Focus on your strengths
- Honour your best interest
- Support you to meet your health and wellness needs and goals
- Provide you with information about the options available to you

### We will work with you to

- Ensure that you are aware and involved with appropriate supports and services available to you around your mental health and/or substance use and housing needs, including when Support House services may no longer be needed
- Create a meeting schedule that aligns with your needs and/or make sure there are other service providers involved to meet the needs you have
- Identify options to support your safety by developing plans and strategies that can reduce harms that may be associated with your mental health and/or substance use and/or housing

### We can meet you where you are at by

- Working with you around how our services can be most effective for you
- Setting up meetings with you where you are most comfortable, which can include in-person and virtual options
- Visiting you where you are living so we can work with you to identify any support needs required to access and/or maintain your housing
- Making sure you are aware of all community distress/crisis and emergency supports available to you, since Support House is not a crisis/urgent response or emergency service



# Rights and Responsibilities

## Your Right to Respect

Everyone has the right to be treated with dignity and respect. Everyone has the right to safe and secure housing. As a result, everyone involved with Support House has the responsibility to conduct themselves in a way that does not foster racism, discrimination, violence, or take away from others' rights to safe and secure housing. Support House will immediately address any rights violation. This may include mediation and corrective action, which may also result in the termination of services.

## Your Right to Have a Voice

You have the **right** to share any concerns and feedback about the services you are receiving. You also have the **responsibility** to help us understand how best to meet your needs.

Our **responsibility** is to provide you with the highest quality of support by listening to and understanding your needs.

You can help us better understand your needs by:

- Speaking with Support House staff about your needs or concerns regularly
- Speaking with the program Supervisor/Manager if you ever feel you are not being heard
- Participating in feedback opportunities such as the Ontario Perception of Care (OPOC) survey, Support House's yearly survey, or the Values Integrity, Quality and Impact Survey

If your experience does not align with our values and commitment to high quality support we want to hear from you. We take this seriously and want to work with you to resolve your concern. Please see our Service Concern Form and process which can be found on our website at: [Service Concerns – Support House](#) or call 1-833-845-9355 ext 210.

## Your Right to Privacy

You have the **right** to have your Personal Health Information (PHI) protected and we have the **responsibility** to ensure that happens. We have the **responsibility** to obtain your informed consent for the collection, use, and/or disclosure of your Personal Health Information regularly.

- **Collection** – We document your personal health, including our ongoing work together. The purpose is so we can have accurate documentation to refer to about your care, goals and achievements. It is your **right** to access or correct information in your file.
- **Use** – Your Personal Health Information is kept in our protected database called an Electronic Medical Record (EMR). We use the information in the EMR to help us make quality service decisions through assessment, evaluation and analysis.
- **Disclose** – We need your consent to work with the regular agencies and partners that support your care (Circle of Care) in order to provide you with quality services and report our service outcomes to our funders. Your consent means we may share your information with the following organizations:

- Healthcare service providers
- Landlords
- Your emergency contact
- Public Guardian & Trustee
- Ontario Disability Support Program
- Ontario Works
- Community agencies
- The Integrated Assessment Report (IAR)
- Halton Region
- CAS
- School boards
- Probation/parole officers

You have the opportunity to withdraw or set limits to your informed consent, which is called a consent directive. Speak to your Support House worker, and we will put your direct wishes on your file at Support House.

## Benefits and Drawbacks

Your **responsibility** is to understand the benefits and the drawbacks of giving your consent and letting us know when anything changes in your decision.

Providing consent for us to connect with other service providers can facilitate quicker access to services. Drawbacks to giving consent might include the feeling of not knowing who or how many organizations have access to your information, or how your information is being used. Should you choose to withdraw consent or limit access to your file, please know this can result in a longer wait time for services.

## Mandatory Disclosure

There are times we may have to disclose your PHI without your consent. Those disclosure situations may include:

- Court subpoenas including any tribunals if requested by the Justice of the Peace or Coroner
- Any regulated college within the Regulated Health Professionals Act, 1991
- Any health conditions that make it dangerous to operate a vehicle under the Highway Traffic Act
- Any other purpose permitted or allowed by law

## Questions

If you have any questions or concerns about your privacy, you can speak to a Support House staff member or contact [privacy@supporthouse.ca](mailto:privacy@supporthouse.ca). You may also contact the Privacy Commissioner of Ontario.

**Do you understand Support House's consent model?**

**Do you give Support House consent to collect, use and disclose your personal health information as necessary for the provision of services?**

## Your right to know urgent resources

<b>Emergency</b>	<p>Immediate risk to health, life, property or environment</p> <ul style="list-style-type: none"> <li>• Call 911 or go to nearest Emergency Department</li> </ul>
<b>Crisis</b>  (including thoughts of suicide)	<p>Any event that is going to lead to an unstable and dangerous situation affecting an individual, group or community</p> <ul style="list-style-type: none"> <li>• Crisis Outreach And Support Team (COAST): 1-877-825-9011 <a href="https://halton.cmha.ca/our-programs-and-services/#crisis-services">https://halton.cmha.ca/our-programs-and-services/#crisis-services</a></li> <li>• Suicidal thoughts: 988 (call or text)</li> </ul>
<b>Distress</b>	<p>Feelings of extreme anxiety, sorrow or pain</p> <ul style="list-style-type: none"> <li>• Distress Centre Halton: <a href="https://www.dchalton.ca/">https://www.dchalton.ca/</a></li> <li>• Oakville: 905-849-4541</li> <li>• Burlington: 905-681-1488</li> <li>• North Halton: 905-877-1211</li> </ul>
<b>Overdose Prevention</b>	<p>Any substance use that may put you at risk of an overdose</p> <ul style="list-style-type: none"> <li>• NORS: 1-888-688-6677 (call or text) NORS is an overdose prevention hotline for Canadians providing loving, confidential, non-judgmental support for you, whenever and wherever you use drugs</li> <li>• Brave App – Available in Google Play Store and Apple Store The Brave App will connect you to a caring supporter, wherever and whenever you use drugs so you don't have to use alone</li> </ul>
<b>Peer Support</b>	<p>Talk to someone who has been through something similar</p> <ul style="list-style-type: none"> <li>• Krasman Centre Warm Line and Peer Crisis support Services 1-888-777-0979 <a href="https://krasmancentre.com/what-we-do/warm-line-peer-crisis-support/">https://krasmancentre.com/what-we-do/warm-line-peer-crisis-support/</a></li> </ul>