

## Your Rights

FearIsNotLove makes sure everyone who accesses our services, knows their rights. They are listed below. If you need more information, please ask our staff.

**Complaints/Grievance** - If you are not happy about how you are being treated or helped at FearIsNotLove, we have a grievance procedure available to address this. According to this process, you are encouraged to first speak with the staff person you have concerns with, as sometimes communication can resolve the issue. If you do not feel comfortable in speaking to that staff, you and/or someone you are close to, can talk with the staff's supervisor who will listen to you and work with you to address the problem in a way that is fair for you and the staff.

**Advocacy** – It is important for our staff to listen to you and to make sure you feel comfortable expressing your needs, feelings and thoughts. In the same way, staff can also support you to help others listen to you too, as and when applicable. You can also have other people who are important in your life talk with us about your needs in line with the service provision, and we will talk with them on your behalf, if you would like us to do that. As well, you can access public advocates like the [Office of the Child and Youth Advocate](#) or the [Alberta Ombudsman](#).

**Confidentiality** – Unless required by law, we will only give information about you, or receive information about you, if you agree to this. We make sure that we keep any information we have about you or your children, private and confidential. Because of laws in our province, there might be times where we will be required to share information about you or your children.

**Your participation in the service is voluntary** – It is always your choice and you can stop at any time.

**Supported in Being You** – This means you will be respected for who you are and the things that are important to you. Please let us know if you have a special faith, culture, activity or need that we can support you with.