

## **Client Service Charter**

At Youth Habilitation Quinte Inc. (Youthab), including Hastings Housing Resource Centre, all services are voluntary and the client has a voice in determining their service needs and in the decision-making regarding their service and/or care. We have a responsibility to advocate on behalf of our clients. We are accountable at all times to the client, community and funder for the quality of service we provide.

### **Mission**

Youthab, including Hastings Housing Resource Centre, supports, empowers and connects individuals to obtain and maintain affordable housing, good mental health and employment, facilitating their transition to independence.

### **Principles We Value:**

All individuals have the following rights when accessing our services:

- Right to be respected
- Right to feel safe, free of discrimination and judgment
- Right to be treated with compassion and dignity
- Right to be yourself and freedom to choose
- Right to privacy and confidentiality
- Right to participate actively in your service and/or care plan
- Right to be connected to services
- Right to therapeutic interventions for youth ages 16 to 24
- Right to be connected to addictions and mental wellness services
- Right to quality services to support and meet your needs
- Right to equality in accessing services

### **How You Can Help Us to Help You:**

- Providing our staff with accurate and up-to-date contact and other relevant information
- Being on time for appointments, workshops and groups
- Treating everyone, including our staff and other clients, with politeness and respect
- Being mindful that staff may have clients waiting and staff's time may be limited

### **We Welcome Your Feedback**

At Youthab, including Hastings Housing Resource Centre, we are committed to enhancing the quality of our services for all clients. Sharing your feedback regarding our care and services lets us know what we are doing well and where we need to improve. Your comments or suggestions for improvement are important to us and provide an opportunity to make our care and services better. We offer a number of ways for you to tell us how we are doing. You may assist us by:

- completing the Client Satisfaction Survey
- completing the Ontario Perception of Care Survey
- contacting us through our website at [www.youthab.ca](http://www.youthab.ca) or [www.hastingshousing.com](http://www.hastingshousing.com)
- writing to our Clinical Manager at Youth Habilitation Quinte Inc., 210A Front Street, Belleville, ON K8N 2Z2
- writing to our Supervisor at Hastings Housing Resource Centre, 210A Front Street, Belleville, ON K8N 2Z2
- writing to us at Youth Habilitation Quinte Inc., 210A Front Street, Belleville, ON K8N 2Z2