PRIVACY
ACS programs and staff follow all government laws concerning privacy. Information is gathered for the following reasons:

- Your need for services
- Referrals
- Service planning
- Service activities
- Your progress
- Services
- Follow-up

If you have concerns about confidentiality, please contact the ACS Privacy Officer at 604-859-7681 (local 238).

ACCESSING PERSONAL INFORMATION
ACS falls under the protection of the Personal Information Protection Act (PIPA). However, any information required to be sent to a funder is governed by the Freedom of Information and the Protection of Privacy Act (FIPPA).

You have the right to access most information at ACS regarding you. To do so, you must file an access to information request with the agency. The ACS privacy officer will process the request and collect the information you have requested.

There may be fees for the collection, sorting, and printing of the information you requested.

COMPLAINT PROCESS
If you are unhappy about our services we want to know. We will address your concerns and continue to give you the same or better service. There are two ways to address concerns: informal and formal.

Informal - share your concerns with your worker/supervisor.

Formal - if the informal process does not work, ask for the complaint form and guidelines from the program or the main office reception at:

Abbotsford Community Services
2420 Montrose Avenue, Abbotsford, B.C. V2S 3S9
604-859-7681 | info@abbotsfordcommunityservices.com

AFTER-HOURS CRISIS SUPPORT
If you are in crisis and need emotional support please let your worker know. If the crisis occurs after 4:30 PM or on weekends, please call your local crisis line.

Help is just a call away - 24 hours a day - everyday.

Fraser Health Crisis Line
Abbotsford/Chilliwack: 1.877.820.7444
Aldergrove/Langley: 604.951.8955

Kids Help Phone 1.800.668.8868

BC Suicide Crisis Hotline 1.800.784.2433

Parents Help Line 1.888.603.9100

Victim Link 1.800.563.0808

Our Mission and Vision
Abbotsford Community Services strives to be an agency that fosters community well-being and social justice through positive action and leadership.

Statement of Diversity
We are children, youth, adults and seniors.
We are of all races, religions, cultures, abilities, sexual orientations, genders, and economic levels.
We speak many languages.
We value diversity.
We endeavour to reflect this diversity in our volunteers, board and staff.
We respect all our neighbours and clients and extend our respect to them in all that we do.
We embrace all types of families.
Therefore, we will act to promote inclusion of all in our agency and in our community.
LIMITS TO CONFIDENTIALITY

- Possibilities of child abuse or neglect must be reported to the Ministry of Children and Family Development (MCFD).
- Danger to yourself or others (for example, suicidal, making threats, or driving while under the influence of alcohol or drugs)
- Court order for the release of records; Work Safe BC (WCB) may obtain information if you have made a work related injury claim.
- Giving evidence in court when required.

Information will be shared with the following people:
- Program supervisors
- Other workers in the program
- Other ACS Programs on a "need to know basis" for referral and service coordination
- Funders
- Professionals making referrals
- Internal and External professional reviews for quality services.

All these people follow professional codes of ethics to protect your confidentiality.

If you are under the age of 13, your parent or legal guardians may have to give consent for services and may have the right to access the information in your file on your behalf.

If there are other exceptions to confidentiality in the program you attend, your worker will tell you.

YOU HAVE THE RESPONSIBILITY TO:

1. Share accurate information when asked, so ACS workers can plan your services.
2. Tell staff about any medical condition, disability, barriers, cultural needs or anything else that we can do to provide better services for you.
3. Treat others with fairness, honesty and respect, including:
   - Keep information about other clients you see here confidential.
   - Avoid any activity that might harm other clients, staff members or visitors.
   - Follow ACS rules or requests.
   - When at ACS, do not bring any alcohol, illegal drugs or weapons.
   - When you need to take medication, only bring what you need that day.
   - Only use tobacco products in permitted areas.
4. Tell your worker or other staff if you are not able to attend an appointment or will be late.
5. Tell your worker or other staff of any changes to your address, phone numbers or court orders.
6. Supervise your children while at ACS unless childcare is provided by the program.
7. Tell us if you are going to leave the services you are getting at ACS.
8. Tell us if you any concerns or complaints.

If you are unable to meet these responsibilities you may be denied further services. If this happens, you will be told by the program how to regain access to the service.