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## **H&R MFRC Rights & Responsibilities of Families Served**

*The Halifax & Region Military Family Resource Centre (H&R MFRC) is committed to a psychologically safe and healthy environment for employees and participants. This aligns with our organizational values and fosters mutual respect among our team, families, and other service providers.*

*By accessing our services, you do so with the following understanding and awareness:*

As a Military & Veteran Family member, you have the right to:

- Quality service without discrimination in accordance with the Nova Scotia Human Rights Commission.
- Fair engagements that respect your individuality and dignity.
- Provided tailored family support and navigational assistance.
- Protection of your personal and confidential information in accordance with the Privacy Act and MFRC policies.
- Have your personal property treated with care.
- Have complaints handled with professionalism and in an efficient and timely manner.
- Refuse services offered.

As a Military & Veteran Family member, you are responsible for:

- Treating H&R MFRC employees, students, volunteers and participants with courtesy and respect.
- Using H&R MFRC resources safely and responsibly, including social media platforms.
- Providing your family contact information (this is not provided by DND) to receive information and services.
- Reporting concerns promptly to an H&R MFRC employee and escalating the concern for resolution, when required.
- Not offer gifts, loans or services to employees, volunteers or students.
- Take responsibility for your personal property.
- Review the policies (e.g. Family Handbook) for services you are accessing and the Rights and Responsibilities of Families served.

- Provide feedback to employees and participate in family feedback collection, to support enhancement and resource allocation.

## **CONFIDENTIALITY AND PRIVACY**

The H&R MFRC respects and protects the confidentiality and privacy of its families, employees, volunteers and students. All information collected by the H&R MFRC is used under strict confidentiality in compliance with the Privacy Act. The protection of confidential information is vital to the interests of our organization and families.

***By signing the H&R MFRC Privacy Notice and Consent Statement, families consent to include their information in the Penelope client-centric information management system. To learn more visit: <https://cfmws.ca/penelope-system-privacy-notice>***

We serve vulnerable populations (e.g. children) and therefore reserve the right to restrict the use of photographs and videos, on personal devices.

## **INCLUSION STATEMENT**

The H&R MFRC accepts and welcomes military and veteran families of all abilities. We believe that all individuals deserve an environment and experiences that promote growth in all areas of their development. Our programs and services endeavour to provide for the full inclusion of individuals and families with diverse needs, some reflecting their family's background or culture. Our team collaborates with families to develop a plan that will support a positive experience.

## **SHARING FEEDBACK, INQUIRIES, AND CONCERNS**

The H&R MFRC values feedback from families, it is essential to inform future programs and services. We believe that military families know what their needs are and what works best for them, therefore, our programs and services must be shaped by families. We seek input from families through formal and informal surveys, questions, and general feedback. We promote and encourage families to participate in military & veteran family research, which can influence national policy. We welcome comments, questions and suggestions.

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### **Addressing a concern**

Our team is committed to working together to resolve issues or concerns brought to our attention. We ask that concerns be promptly reported to an H&R MFRC employee for immediate resolution. The complaint process is outlined below:

- Complaints brought forward are dealt with in an efficient and timely manner.
- Issues related to operations, and if not resolved by a team member, will be escalated to and addressed by the Executive Director.
- Any concerns should be brought to us directly, providing us the first opportunity to address them before posting to social media.

### **RESPECTFUL CONDUCT**

The H&R MFRC is committed to a safe, inclusive, and healthy space for all. Any inappropriate behaviour, such as harassment, discrimination, or aggression, is not acceptable. We reserve the right to ask anyone displaying these behaviours to leave the area or facility.

Failure to comply with our policies and guidelines may result in limited access or dismissal from the Centre.

### **ONLINE ENGAGEMENT**

The H&R MFRC encourages online engagement as a form of ongoing family feedback. We reserve the right to remove negative or hurtful comments.

- Concerning comments will be followed up by a direct message.
- Continual disregard of respectful conduct may result in being blocked from our social media platforms.

***Thank you for supporting our efforts to provide quality, professional, respectful and engaging experiences that prioritize well-being.***