



**WELCOME TO SUMMIT COMMUNITY SERVICES SOCIETY
AND THE
CRANBROOK & KIMBERLEY FAMILY RESOURCE CENTRES**

Our mission is to promote community well-being by providing a continuum of quality, accessible, client-centered support and intervention services in a respectful manner.

Summit Community Services Society's Cranbrook and Kimberley Family Resource Centres have been in existence since 1993. The Society itself has been in operation for over 25 years, and runs several daycares and police-based victim services in addition to the programs at the Family Resource Centres.

The **Cranbrook Family Resource Centre** is located at 125 - 10th Avenue South in Cranbrook and is open from 8:30 a.m. to 12:00 p.m and 1:00 p.m. to 4:30 p.m. Monday to Friday. ☎ 250-489-3114

The **Kimberley Family Resource Centre** is located at 395 Wallinger Avenue in Kimberley and is open from 9:00 a.m to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. Monday to Thursday. ☎ 250-427-2449

FEES

Services at the Family Resource Centres are provided free of charge. However, they are time limited.

SCHEDULING & CANCELLING APPOINTMENTS

Your counsellor or support worker will schedule appointments directly with you. If you need to cancel or change an appointment, please call your counsellor directly. If you cannot reach him/her, you may leave a message in the counsellor's confidential voice mail. It is your responsibility to contact your counsellor/worker if you must miss an appointment. For voluntary clients in the counselling programs, three consecutively missed appointments without notice or no contact from you for four (4) weeks will result in your file being closed. Services may be resumed by contacting the Intake Worker, but you may be placed on a wait-list if the service is full. When you come to the Family Resource Centre for an appointment, please check in with the receptionist and wait in the reception area for your worker.

CHILD CARE

Unfortunately, childcare is not available while you access services at the Family Resource Centres. You will need to make arrangements prior to attending appointments.

BUILDING ACCESSIBILITY

The Kimberley Family Resource Centre is fully accessible for individuals with a disability. The Cranbrook Family Resource Centre is not fully accessible, but assistance is provided to facilitate access to services in the building. Please notify the staff of your needs and arrangements will be made.

RESOURCE LIBRARY & COMMUNITY INFORMATION

Both Cranbrook and Kimberley Family Resource Centres offer a library for public use. The library contains books, audiotapes, and videotapes on issues related to families, abuse, self-help, and parenting. Kimberley Family Resource Centre also offers Community Information on a variety of resources and programs in the area.

QUESTIONS & GRIEVANCES

Any questions or grievances may be brought to your counsellor or support worker; or if you would feel more comfortable, you may contact the Executive Director to discuss your concern. All clients of Summit Community Services Society have the right to voice their concerns.

CLIENT RECORDS

As part of services with Summit Community Services Society, information is entered into a computer database for program evaluation purposes. Data (without identifying information) may be grouped together and analyzed to create program evaluation reports for quality improvement and other purposes. In all cases, client anonymity is guaranteed. This data may also be used to help determine best practices in specific service areas. In all cases of data analyses, all identifying information is removed. Specific identifying information is not distributed without informed consent.

ACCESS TO RECORDS

Access to records can occur through the Freedom of Information and Protection of Privacy Act or through request to view the files at the Agency. See your counsellor/worker for more information.

CONFIDENTIALITY

Cranbrook and Kimberley Family Resource Centre staff operate as a team including counsellors and support staff. It may be necessary for your counsellor or support worker to consult with other members of the team. All information provided by you will be kept confidential by your counsellor or worker and within the team with the following exceptions:

- If you give prior written permission to release information.
- If there is a possibility of you harming yourself or others.
- If the abuse of a child is involved. By law, this must be reported.
- If we are subpoenaed by court to release the file.
- When reports are required by the Ministry of Children & Family Development; i.e., when they are the referring source.

YOUR RIGHTS

As a client of Summit Community Services Society you have the following rights:

- To be provided a confidential and timely service.
- To be treated in a respectful manner at all times.
- To have full and active participation in the services you receive.
- To refuse any technique, activity, or service and to be informed of the consequences of such refusal.

CLIENT SATISFACTION

We value your opinion about your experience with Summit Community Services Society programs. At the end of your involvement, you will be asked to complete a Client Satisfaction Survey. Your feedback will enable us to improve how we serve the community. Your participation in this process is greatly appreciated. Any information provided will remain confidential.

I have read and understand the information above and agree for my (self/family/child)
select one

_____ **to enter into services provided by**

Name of individual(s) agreeing to service

_____ **at Summit Community Services Society.**

Name of Worker

Name (Print)

Relationship to above individual(s)

Name (Signature)

Date