



Group Participant Rights and Responsibilities

As a group participant you have the right:

1. To be treated with kindness, courtesy, and respect.
2. To feel safe and respected, inclusive of your gender identity and sexual orientation and your right to affirming care in your lived identity.
3. To be assured that your personal information will be kept private and confidential.
4. To be made aware of how to make a complaint or give feedback.
5. To attend groups in a psychologically and physically safe and clean environment.
6. To ask questions about the group/presentation and to participate in discussions.
7. To discontinue services or participation at any time.

As a group participant you have the responsibility:

1. To respect the time of staff, volunteers, and other participants by:
 - Being on time for groups,
 - Calling the centre with 24 hours notice when unable to attend a group,
 - Not interrupting the presenter or talking over other participants.
2. Treat our staff, volunteers, students, clients, and others at the program with kindness, respect, and courtesy, including respecting individual's gender identity & expression, sexual orientation, or relationship status.
3. To recognize that the needs of other participants may sometimes be more urgent than your own.
4. To respect the Centre's (or other facility that you are in) property, and to remember that we are a smoke-free, vape-free, and scent free environment.
5. To help us prevent the spread of infection by wearing a mask and disinfecting hands, if you are feeling unwell.
6. To inform the staff or volunteer if you believe that the services received were not appropriate. This can be done anonymously on the group evaluation form, or by speaking with the Operations Manager or Community Program Coordinator. info@sgbchc.ca
7. To refrain from taking pictures, videos and/or recording during your time at the centre, which includes during programs, unless discussed within the group.
8. To respect the SGBCHC's zero tolerance for verbal or physical aggressive acts towards any of the SGBCHC staff, volunteers, students, or other participants.