

Social Service Locations in B.C.

Vancouver

Head Office

S.U.C.C.E.S.S. Social Service Centre

Dr. Dorothy Lam Building

28 West Pender Street Vancouver, B.C. V6B 1R6

Tel: 604-684-1628 Fax: 604-408-7236

Moving Ahead Program Service Centre

Tel.: 604-638-9199 (712) Fax: 604-638-0791

Fraser Service Centre

Tel: 604-324-8300 Fax: 604-324-2536

Granville Service Centre

Tel: 604-323-0901 Fax: 604-323-0902

Burnaby

Burnaby Settlement Service Centre

Tel: 604-430-1899 Fax: 604-678-4439

Burnaby Employment Service Centre

Tel: 604-336-6262 Fax: 604-336-6263

Burnaby Youth Employment Service Centre

Tel: 604-438-7222 Fax: 604-438-7221

Port Coquitlam

Port Coquitlam Youth Employment Service Centre

Tel: 604-474-3140 Fax: 604-474-4798

Coquitlam

Burnaby-Coquitlam Service Centre

Tel: 604-936-5900 Fax: 604-936-7280

Tri-City Service Centre

Tel: 604-468-6000 Fax: 604-464-6830

Richmond

Community Airport Newcomers Network

Tel: 604-270-0077 Fax: 604-279-0091

Richmond Johnson Centre

Tel: 604-231-3344 Fax: 604-231-0345

Richmond Community Training Centre

(604) 638-9238 Fax: (604) 638-0791

Richmond Service Centre

Tel: 604-279-7180 Fax: 604-279-7188

Richmond Language Centre (1)

Tel: 604-638-9881 Fax: 604-638-6081

Richmond Language Centre (2)

Tel.; 604-638-9881 Fax: 604-638-0791

Surrey-Delta

Surrey-Delta Service Centre

Tel: 604-588-6869 Fax: 604-588-6823

Fort St. John

Fort St. John Immigrant Service Centre

Tel: 1-250-785-5323 Fax: 1-250-785-5687

**Office hours are 9 a.m. — 5 p.m.
Monday to Friday, except holidays**

**Some programs are available
in evenings and/or Saturdays.**

**Office hours of some projects
may vary.**

Visit our website for more information

www.success.bc.ca



Client Rights and Responsibilities

About S.U.C.C.E.S.S.

S.U.C.C.E.S.S. is a non-profit, non-partisan and non-religious charitable organization established in 1973. We are a member of the United Way of the Lower Mainland and accredited by the Council on Accreditation.

Inspired by our vision of a world of multicultural harmony, our mission is to build bridges, harvest diversity and foster integration through service and advocacy. We provide services in settlement, language training, employment, family and youth counselling, health care, housing and community services.

28 West Pender Street
Vancouver, B.C.
V6B 1R6

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CLIENT RIGHTS

S.U.C.C.E.S.S. respects the rights and dignity of all individuals, families and groups we serve. We treat clients with consideration and respect their personal autonomy and privacy.

Right to Choose

- S.U.C.C.E.S.S. services are voluntary and non-coercive except for those which are mandated by law or court order.
- S.U.C.C.E.S.S. respects clients' rights to choose services and service providers. We provide clients with information of alternative choices.
- Individuals, families and/or legal guardians have the right to participate in decisions regarding the services provided.
- When clients choose to seek service from other sources or when clients' needs are found to be better met by other organizations, we shall provide relevant information and referral to facilitate their choice.

Right to Fair and Equitable Access

- S.U.C.C.E.S.S. is committed to providing its clients fair and equitable access to service.
- If a service is available only to a population subgroup, the eligibility criteria will be clearly defined.
- Except for emergency situations, access to service is on a first come first served basis.

Right to Non-discrimination

- S.U.C.C.E.S.S. personnel shall not discriminate clients on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, or age.

Right to Culturally Competent Service

- S.U.C.C.E.S.S. recognizes, respects, and responds to the needs of clients and provides service that is culturally and linguistically appropriate to the client.
- S.U.C.C.E.S.S. implements practices within the agency to ensure that programs and services reflect the culture, languages and traditions of the people served.

Right to Confidentiality and Privacy Protection

- S.U.C.C.E.S.S. treats all client information as confidential and will not release client information inside or outside the organization without the client's written authorization.

CLIENT RESPONSIBILITIES

S.U.C.C.E.S.S.' clients have the responsibility to respect other clients and to observe program schedules.

Respecting Others

- Clients are expected to respect the rights, dignity and privacy of other persons they meet at S.U.C.C.E.S.S. Any behaviour or action which threatens the safety or violates the rights of another client or S.U.C.C.E.S.S. personnel may result in service termination.

Observe Program Schedule and Rules

- Clients are responsible for following and respecting S.U.C.C.E.S.S. programs schedules and rules.

Feedback to S.U.C.C.E.S.S.

- S.U.C.C.E.S.S. welcomes clients' feedback about its service and suggestions for improvement.

DISPUTE RESOLUTION

At times clients may feel they have a legitimate complaint or grievance about S.U.C.C.E.S.S. programs or personnel. In that event, S.U.C.C.E.S.S. offers a clear process to acknowledge and resolve the dispute.

1. The first step is for clients to discuss the issue and seek resolution with the program staff.
2. If the grievance is not addressed satisfactorily, the client may file a complaint in person, by telephone or in writing to the Program Manager. The Program Manager will investigate the complaint within 5 working days and provide an answer to the complainant within 10 working days, upon receipt of the complaint.
3. If the grievance is not resolved satisfactorily, the client may present the complaint to the Program Director who will investigate and provide a decision within 10 working days.
4. If the grievance cannot be resolved satisfactorily, the client may present the complaint to the CEO who will investigate and provide a decision within 10 working days.
5. If the grievance still cannot be resolved satisfactorily, the client may present the complaint to the Board of Directors. The Chairman of the Board will follow the guidelines of the Board Manual to arrive at a settlement of the dispute.

SUGGESTION BOX

A locked suggestion box is placed in the general reception area of each service location. The box is opened weekly by the Program Director or Centre Manager. Suggestions and complaints collected will be reviewed and dealt with according to the procedures described above.

