



Participant Rights and Responsibilities

Participants have the right to:

1. Expect that the guidelines outlined in the London Emergency Shelter Guidelines will be followed
2. Be treated in a non-judgmental and respectful way
3. Be free from discrimination and harassment
4. Have safe and clean accommodation
5. Receive adequate and nutritious food
6. Receive information about programs and services in order to make informed decisions
7. Have forms and requests for information (pertaining to the shelter) explained
8. Have individual needs met due to a disability accommodated where possible in accordance with the Accessibility for Ontarians with Disabilities Act
9. Receive support from shelter staff in accordance with shelter mandate in order to achieve reasonable goals
10. Be involved in and or have fully explained any decisions that affect them
11. Have personal information treated confidentially
12. Have personal information stored in a secure manner
13. Have a clear complaints and appeals process

Participants have a responsibility to:

1. Follow the rules of the shelter
2. Provide the shelter operator with eligibility information such as: personal data, residence history, asset and income details etc. to the best of their ability
3. Disclose any information that may negatively affect the health and wellbeing of shelter operator staff, participants, volunteers and visitors
4. Treat shelter operator staff/ volunteers and other shelter participants with respect and observe the non-violence and anti-harassment practices of the shelter
5. Respect the private property and belongings of other shelter participants
6. Respect the private property and belongings of the shelter operator
7. Maintain their own personal belongings
8. Not bring banned items or substances onto shelter property
9. Work with shelter operator staff to improve their housing situation within their capacity
10. Notify the shelter operator if they no longer require services