

Vision

Healthy communities.

Mission

Working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Values

- **ACCOUNTABILITY:** As a publicly funded organization, we are responsible to our stakeholders. We strive for integrity in our work and for the effective use of resources. We seek improvement through critical enquiry and continuous learning.
- **COLLABORATION:** We embrace partnerships, both inside and outside of our organization. We foster the active participation of community members in our work, and we celebrate our collective achievements.
- **EQUITY:** We work to celebrate diversity and eliminate oppression in all its forms. We are committed to treating all people with dignity, honesty and respect, and we value individual choice and determination.

We Value Respect

No matter what your race, gender, sexual orientation, gender identity, disability, financial status, ancestry, record of offences, substance use or family status, you will be respected here.

We expect everyone to be polite, patient, understanding, treat others with respect, and to value property.

If you choose to ignore this policy, you will be asked to leave.

If you feel that you have been treated in a disrespectful manner, please talk to our staff.

Thank you for your cooperation.

Client Rights & Responsibilities

Rights of All Clients

1. To be treated with dignity, respect and honesty, regardless of my race, gender, sexual orientation, gender identity, disability, financial status, ancestry, record of offences, substance use or family status.
2. To participate in and make decisions about my health care and treatment.
3. To refuse treatment or a particular service and to be informed of the consequences.
4. To receive programs and services in a clean and safe environment.
5. To receive quality care and services that respects my social, cultural, spiritual and physical needs.
6. To give Unison feedback on my experience with Unison's programs and services. To have my concerns heard and acknowledged.
7. To make a formal complaint about services that I received at Unison in my preferred language. To get a response to my complaint if I ask for it.
8. To have my personal records and information kept confidential.
9. To become a member of Unison having the right to vote at the annual general meeting.

Responsibilities of All Clients

1. To treat staff and other clients politely and respectfully regardless of their race, gender, sexual orientation, gender identity, disability, financial status, ancestry, record of offences, substance use or family status.
2. To treat Unison facilities with respect.
3. To practice good infection control — for example, by cleaning my hands when I come in and by covering a cough or sneeze.
4. To participate in decisions about my treatment or care to the best of my ability.
5. To inform Unison as early as possible if I cannot come for my appointment or program.
6. To tell Unison about changes in my information (e.g., address, phone number, emergency contact).
7. To be responsible for the behaviour of those who I bring with me.
8. To take care of my belongings while I am at Unison.
9. To give feedback in a respectful way. Please refrain from foul language, shouting and threats, both in verbal and written comments.

LH **Lawrence Heights** (HEAD OFFICE) 12 Flemington Road, Toronto, ON M6A 2N4, PHONE: 416-787-1661

BF **Bathurst-Finch** 540 Finch Avenue West, Toronto, ON M2R 1N7, PHONE: 647-436-0385

KR **Keele-Rogers** 1651 Keele Street, Toronto, ON M6M 3W2, PHONE: 416-653-5400

JT **Jane-Trethewey** 1541 Jane Street, Toronto, ON M9N 2R3, PHONE: 416-645-7575

PE **Pathways to Education™** Lawrence Square Mall, 700 Lawrence Avenue West, Suite 440B
Toronto, ON M6A 3B4, PHONE: 416-787-6800