



Client Information & Support Agreement

Welcome to Leilani's HOPE

Our mission is to provide compassionate support, practical assistance, and hope to individuals and families facing challenges within Waterloo Region. We are committed to treating every person with dignity, respect, and confidentiality.

We understand that reaching out for support isn't always easy. Our team is here to work alongside you, without judgment, to help identify and connect you with the resources that best meet your needs.

Our Commitment to You

As a client of Leilani's Hope, you can expect:

- Respectful, compassionate, and non-judgmental support.
- Fair and equitable treatment.
- Protection of your personal information and privacy.
- Honest communication regarding available services and resources.
- Support that focuses on your individual circumstances and goals.
- A safe and welcoming environment.



Privacy and Confidentiality

Your privacy is important to us.

Information you share with Leilani's Hope will be kept strictly confidential and used only for purposes related to providing support, services, referrals, program evaluation, funding requirements, or as required by law.

We will not share your personal information with outside organizations, agencies, or individuals without your knowledge and consent unless:

- Required by law.
- There is a risk of harm to yourself or others.
- Child protection concerns must be reported.
- Emergency situations require immediate action.

All reasonable efforts are made to protect your personal information and maintain confidentiality.

Your Participation

Leilani's Hope is committed to helping those who are willing to accept support and actively participate in the assistance process.

While we understand that everyone's situation is different, we ask that clients:

- Communicate honestly about their needs and circumstances.
- Treat volunteers and our Partner Practitioners with respect.



- Attend scheduled meetings or agree to pay the charges for missed appointments without sufficient notice as determined by your practitioner
- Provide requested information when needed to set up services.
- Be open to discussing options, resources, and support plans.
- Participate in a way that supports positive outcomes whenever possible.

Accepting support is a partnership. We will do our best to assist you, and your willingness to engage in the process helps us provide the most effective support possible.

Eligibility and Available Support

Support is provided based on:

- Available resources and funding.
- Program guidelines.
- Individual needs and circumstances.
- Community partnerships and referral options.

While we strive to help everyone who reaches out, assistance cannot always be guaranteed and may vary depending on current resources and program availability.



Respectful Conduct

To ensure a safe environment for everyone, we ask that all interactions remain respectful.

Harassment, threats, discrimination, abuse, or inappropriate behavior toward volunteers or partners may result in services being reviewed, suspended, or discontinued.

Feedback and Questions

We welcome your feedback and suggestions.

If you have questions, concerns, or would like to discuss your experience with Leilani's Hope, please speak first with your Sponsor Advocate or alternatively the Director of Sponsor Advocacy. Your input helps us improve our programs and services.

Acknowledgement

By receiving support from Leilani's Hope, you acknowledge that:

- You have received and reviewed this information.
- You understand our privacy and confidentiality practices.
- You understand that support is a collaborative process.
- You agree to engage respectfully with volunteers and community partners.

Together, we can work toward HOPE, stability and positive change.