

## **Client-member Agreement and Release from Liability**

### The Fine Print Details

By completing this form:

- You indicate you have read and understood the Client-member Agreement and Release from Liability and Cancellation, Late Arrival, and No Show Policy Guidelines.
- You understand it is your responsibility to stay informed of all regulations and guidelines.
- You agree to uphold your responsibilities as a client-member, which may change from time to time.
- You acknowledge suspension or termination of access to services and the house can be the result of any inappropriate behavior or infraction.
- You agree to participate in your wellness care and work towards your personal wellness aspirations.

As a Client-member with the Vancouver Friends for Life Society (FFL) you are able to access all complementary and alternative health and support programs offered by the Society.

I affirm that I am over the age of nineteen (19) years; that this agreement is binding on me without the consent or approval of any individual, entity, or court; and that I am committing to the expectations and responsibilities of being a “Client” or having “Primary Caregiver Access” with the Vancouver Friends For Life Society and agree to the following terms and conditions of such; and that I have read, understood and agree to the terms and conditions contained herein, namely:

- I have read and understand the FFL mission, values and wellness philosophy, and I agree to contribute to the wellness environment, to respect the values and to support the mission of FFL. I understand that the quality of the wellness environment at FFL is determined as much by the intentions of the Clients, as by the Volunteers and Staff. I will approach my use of FFL resources with a spirit of sharing. I will contribute my knowledge, life experience, time and resources with FFL as I am able, always keeping self-care as my first priority.
- I agree to treat all Clients, Volunteers and Staff with respect and courtesy. I will refrain from any behaviour that negatively impacts another Client’s or Volunteer’s use and enjoyment of programs. This includes verbal or physical abuse, aggressive or inappropriate behaviour, as well as the use of insensitive language.
- I agree to abide by the zero-tolerance policy toward any alcohol or non-prescription drug-use on the premises. I understand that if I enter the FFL under the influence of alcohol or non-prescription drugs I will be asked to leave the premises. Clients in possession of a Medical Marijuana Licence are required to medicate in a manner that respects the zero-tolerance policy, and does not interfere with the use and enjoyment of programs by other clients or volunteers.

- I agree to respect the belongings of others and the property (including food items) of FFL. I will not remove anything from the house without permission.
- I agree to refrain from wearing strong scents.
- I agree to refrain from accessing programs if I have a cold, flu, or any other contagious condition.
- I understand and agree that in my role as a client-member, I must hold client, volunteer, donor, and other specified information that I am exposed to in strict confidence.
- I understand the Cancellation, Late Arrival and No Show Policies. I have reviewed the suspensions and termination process that not cancelling appointments in reasonable amount of time will have on my booking abilities.
- I understand that FFL is a non-profit society formed for the purpose of providing complementary and alternative health and support services. I recognize that FFL is not responsible for selecting, supervising, reviewing, disciplining or in any way approving any services that may be provided by FFL program facilitators. I understand that the program facilitators are not the agents, servants or employees of the Vancouver Friends for Life Society, and accordingly, FFL is in no way responsible for any services provided. My decision to see a program facilitator is my choice alone. I agree to release, hold harmless and indemnify FFL from and against any liability, claim, cost, expense or damage whatsoever arising from my receiving the services of a program facilitator at the Diamond Centre for Living, or at any other site.
- Breach of this Client-member Agreement may result in suspension or termination of Client-member access. Prior to suspension or termination of Client-member privileges, one or more staff will meet with the client-member to discuss the situation and suitable course of action as outlined in the suspension and termination policy.

### **Using and Disclosing Personal Information**

I am aware that FFL collects contact information in order to enhance the provision of their services and to contact clients directly about programming, services and donor opportunities that may be of interest.

FFL and/or its authorized representatives will only use or disclose clients' personal information where necessary to fulfill the purposes identified in this agreement. They will not use or disclose my personal information for any additional purpose unless my consent is obtained.

I understand that FFL will uphold the standards and expectations outlined in BC's Personal Information Protection Act (PIPA) to the fullest extent reasonably possible. I will not hold FFL liable for any breach of PIPA by an authorized representative, including the disclosure of personal information under the USA Patriot Act.

**The FFL Privacy Policy is available from a FFL staff member.**

I agree to inform FFL of any changes in my contact information as long as I am an active client-member of FFL. I understand that if FFL Staff are unable to reach me due to lapsed contact information, my Client-member access will be made inactive.

### **Cancellation, Late Arrival, and No Show Policy**

Cancelling appointments without a reasonable amount of notice, Late Arrivals and No Shows for appointments jeopardize our relationship with our practitioners. It also means that another client-member was denied a chance to receive services.

#### **Cancellation Policy**

Clients must cancel their appointments 24 hrs in advance or else it will count as a No Show. The method of cancellation will be the same of the method of making the original booking.

#### **Late Arrivals Policy**

If you show up for an appointment 5 minutes or later than it was scheduled, this will count as a No Show. The appointment may be given away to someone on the waitlist. Please arrive at least 5 minutes early out of respect for the practitioners and the client-member community as a whole.

#### **No Show Policy**

If you do not show up for an appointment, this is considered a No Show.

Three (3) No Shows in a 6-month period may result in cancellation of future bookings or a full suspension.

Please note: appointment reminder calls are a courtesy and we do not guarantee them. It is your responsibility to keep track of their appointments and arrive on time.