



RELEASE OF LIABILITY, WAIVER OF ALL POSSIBLE CLAIMS, ASSUMPTION OF RISKS, CONFIDENTIALITY AND SERVICE CONSENT

免責、放棄任何索償、風險承擔聲明、私隱處理及服務同意書

I hereby acknowledge the following in relation to my participation in services provided by Community Family Services of Ontario (CFSO). 本人特此確認，本人參加由家和提供的服務時須遵守以下條款：

1. I acknowledge and accept that participation in services provided by Community Family Services of Ontario (CFSO) may involve inherent risks, including but not limited to physical injury, illness, food allergies, death, or property loss, despite the safety precautions. While CFSO does its due diligence in supporting its clients, CFSO cannot guarantee safety thereof, as risks cannot all be anticipated and/or prevented. I understand that CFSO does not provide health and/or accident insurance coverage for service participants, and I understand that any medical expenses, property loss, or other personal expenditures resulting from participation in services are to be borne by the participant (me), the parent or guardian for children participants, or the designated substitute decision-maker for those with one. 本人理解並接受參加由家和提供的服務可能涉及身體受傷、疾病、過敏反應、死亡或財產損失的風險，儘管有安全預防措施。雖然家和在支持參加者方面履行其應盡的責任，但無法保證安全，因為並非所有風險都能預見、防止或避免。本人理解家和不為參加服務者提供醫療或意外保險，本人理解並同意在此服務過程中或因其產生的任何醫療費用、財產損失或其他個人支出，將由參加者（本人）或參加兒童的父母或監護人，或有指定的替代決策者的人承擔。
2. I also hereby consent to, give authorization to, and release from liability CFSO staffs to secure any emergency medical treatment in event I am unable to, and I agree to be responsible for the costs thereof. 本人在此同意並授權家和的工作人員在本人無法作出決定的情況下安排本人獲得任何緊急醫療處置，本人並同意承擔相關費用。
3. I also hereby consent to being personally responsible for any disruption and damage I or any of my accompanying dependents cause for themselves, CFSO, its agents, other clients, or anyone's property. 本人在此同意為所有因本人或本人帶來的人士導致自身，家和，其職工，及客人的個人創傷或財物損失，承擔相關費用及刑責。



4. I agree to RELEASE WAIVER AND FOREVER DISCHARGE CFSO and their respective agents, officials, directors, employees, students, externs, volunteers and funders (the "Releasees") assigns OF AND FROM ALL claims, damages costs, expenses, actions and causes of action, requests whether in law or equity in respect of death, injury, loss or damages to myself or property or any potential or actual exposure to infections HOWSOEVER CAUSED. I declare that I will not commence litigation or otherwise seek to recover damages or other compensation from the Releasees. 本人同意放棄並永遠解除家和及其代理人、僱員、董事、學生、志願者和資助人 (統稱為“被免責人”) 的所有索賠、損害費用、開支、訴訟和訴因，無論是根據法律還是衡平法，就無論何種原因造成的本人或財產的死亡、受傷、損失或損害或感染風險。本人聲明本人不會對被免責人提起訴訟或以其他方式尋求損害賠償或其他賠償。
5. CFSO staff work as a team. Client information will be held in strict confidence within the agency software system, in compliance with *Personal Health Information Protection Act (PHIPA)*, the Ontario government's privacy legislation. 家和員工以團隊方式工作。本人的個人資料是根據安大略省政府的隱私法規《個人健康信息保護法》(PHIPA) 保存在軟件系統中，並且嚴格保密。

Outside of the limitations listed below, it is the policy of CFSO to discuss the reasons for disclosure of my personal information to a third party and to also receive my consent in writing before any disclosure. There are some situations that will limit confidentiality: 保密條款將不適用在以下情況：

- When there is reason to suspect the presence of child abuse or neglect; 懷疑有虐待或疏忽照顧兒童的情況;
- If there are reasons to believe that I may pose a threat to the safety or well-being of myself or others. 如果有理由相信本人會危害自身安全或他人生命安全;
- If there is a request from the courts for your record as part of a legal proceeding; 如果法院要求提供本人的記錄, 作為法律程序的一部分;
- If it is necessary to contact a family member, friend, guardian, parent, Power of Attorney for Personal Care, or potential substitute decision maker, if I am injured, in medical crisis, incapacitated or ill and unable to give consent personally; 當本人受傷、



需要緊急醫療、無法直接表達意願，經由工作人員判定，必須聯絡家庭成員、朋友、監護人、父母、指定委任人或相關決策者；

- To facilitate an investigation or inspection if authorized by warrant or by any provincial or federal law (Criminal investigation against the counselor, staff, or a client); 如果通過法令或任何省級或聯邦法律授權，便於進行刑事調查或檢查（針對輔導員，工作人員或客戶的刑事調查）；
- If my worker's regulatory body requests access to your records as part of a quality assurance or disciplinary program. 本人的工作人員的牌照監管部門為質量保證或紀律調查，要求查閱紀錄。

6. My rights of service users are listed below: 本人作為客戶的權利如下：

- To be informed of their rights. 知悉自己的權利。
- To be treated with dignity and respect at all times. 在任何時候都應該受到尊嚴和尊重的對待。
- To stop services at any time. 隨時可以終止服務。
- To address decision, service, or concern that is unsatisfactory. 有權對不滿意的決定、服務或關注提出意見。
- All information is kept confidential. Details and exception can be found in Policy of Confidentiality. 所有資料均會保密。私隱處理手冊內列出詳細內容及例外情況。
- To review my personal records produced within CFSO and the length of time that these records are kept, and request correction of inaccurate information as an addendum to the original entry. 有權查閱在家和保存時間內的個人記錄，及要求附加記錄以更正不準確的資料。
- To access a copy of the code of ethics of worker(s)' regulatory body, agency standards of program workers and the qualifications of the workers. 有權查閱工作人員牌照監管部門的倫理守則、機構工作人員的標準及工作人員的資格。
- To be informed of community resources after regular office hours. 獲取在正常辦公時間以外開放的社區資源。

7. Clients' rights and responsibilities are outlined in detail in the CFSO's "Policy Manual for Service Users". If communicating dissatisfaction with my worker cannot resolve the problems, I may consider filing a complaint. CFSO welcomes feedback about its services to help with continuous quality improvement. Clients may file a complaint through writing an e-mail to info@cfsocare.ca. If my complaint is about my worker's professionalism, I may contact my worker's regulatory body directly. More details about filing a complaint are in the Complaint Procedures. 家和的《服務使用者手冊》詳細列出了本人的權利及責任。



如果通過與工作人員溝通未能解決問題，本人可以考慮提出投訴。家和歡迎意見，也視投訴為重要的反饋，能夠促進家和服務質量。本人可以通過發送電子郵件至 info@cfsocare 投訴。如果投訴涉及工作人員的專業水平，本人可以考慮直接與工作人員的牌照監管部門聯繫。有關投訴的更詳細信息，可參閱家和的投訴程序。

8. CFSO is **not** responsible for dependent-care during or after any session concludes. When I am receiving services at CFSO, I am responsible for caregiving for any dependent I bring with me, or am responsible for bringing a third-party to provide caregiving while I am receiving services at CFSO. In any case, I will strive to minimize any disruptions caused to the office and to others. As parent or guardian of a client receiving services at CFSO, I need to arrive before the end of the session to pick up my dependent as soon as the session concludes. Any late pick-ups 5 minutes after session concludes will be charged CAD\$1/minute, or will be treated as abandonment and be reported to police. 家和並不負責亦不提供托兒、護老或託管服務。本人承諾在自己接受服務時，自己托管有需要人士，或自己攜同其他人士代照顧有需要人士，並設法減低對其他人士及辦公環境的影響。作為家長或監護人，本人承諾在服務完結前到達，以便在服務完結時立刻接走接受服務的人士。從服務完結後 5 分鐘開始計算，家和會向本人收取每分鐘 \$1 加元的費用，或被當作遺棄個案，並轉交警方處理。
9. In case of any missed paid session due to my personal reasons, CFSO will not provide any make-up sessions or refunds. 若因個人原因缺席付費課程，家和不會提供補課或退款。
10. CFSO is a scent-free, nut-free, alcohol-free, and drug-free facility. I am prohibited from entering CFSO's facilities after using or when in possession of scents, nuts, alcohol, or controlled drugs, except for doctor prescribed treatments. 家和竭力維持一個無氣味、無堅果、無酒精、無毒品的設施。使用藏有或攜帶香水、堅果、酒精或管制藥物後/時，本人不得進入家和的設施，除非其使用是由醫生處方的治療。
11. CFSO is a cash-free organization. There is no cash on premise. Only electronic payments are accepted. 【家和】是一個無現金交易的機構，本機構僅接受電子支付，不接受任何形式的現金付款。場內亦不會存放現金。

Headquarters
總辦事處

Scarborough 士嘉堡
4051 Gordon Baker Rd, Unit A,
Scarborough, ON M1W 2P3



Satellite Locations
(By Appointment Only)
分區辦事處 (必先預約)

Markham 萬錦
5665 14th Ave,
Markham, ON L3S 3K5

Unionville 於人村
600 Village Pkwy,
Markham, ON L3R 6C2

Downtown 唐人街
77 First Ave,
Toronto, ON M4M 1W7

Mississauga 密西沙加
720 Burnhamthorpe Rd W, Unit 2,
Mississauga, ON L5C 3G1



Policy of Confidentiality 私隱處理

I give Community Family Services of Ontario (CFSO) permission to collect personal information and share this information as appropriate with its staff in the performance of their duties in administering the required services. 本人於以下簽署，表明本人同意並授權家和 (CFSO) 收集我個人資料，也同意有關職員在執行工作時可共同使用本人的資料。

I understand that my information may be shared with authorities per government requirements, but will not be shared for marketing purposes or with any other entities. I acknowledge and accept that personal information is collected under Canada's Privacy Act. 本人明白並接受我的資訊可能會依政府要求與有關當局共享，但不會用於行銷目的或與任何其他組織共享。我承認並接受家和根據加拿大《隱私法》收集個人資料。

I also understand that I have the right to obtain access to such information. I understand that I have the right to be treated in accordance to the Ontario Human Rights Code, CASL, AODA, PHIPA, and PIPEDA, and the right to be accommodated for any disabilities that act as barrier against accessing services, but not for those that prohibit the continuous delivery of meaningful services. 本人也了解本人有權獲得該資訊，並了解本人有權依據《安大略人權法典》(Ontario Human Rights Code)、《加拿大反垃圾郵件法》(CASL)、《安大略省殘疾人法案》(AODA)、《安大略省健康資訊保護法》(PHIPA) 以及《個人資料保護與電子文件法》(PIPEDA) 等得到合規及適當的對待。在家和能力範圍內及不影響服務提供的情況下，本人亦有權要求使用針對自身殘障或特殊需要而設的服務模式及支援。

Failure to consent to the above will render CFSO unable to provide services for yourself and every participant in your family/group. 沒有本人的同意，家和將不能為你及攜同的每位參加者提供服務。

In case of discrepancy, the English version prevails. 此聲明內容以英語為準。

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