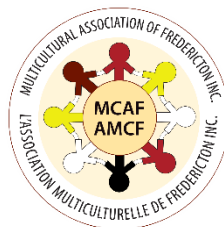


**Multicultural Association
of Fredericton Inc.**



**L'Association multiculturelle
de Fredericton inc.**

28 rue Saunders Street, Fredericton, NB, E3B 1N1
Tel/Tél: (506) 454-8292 Fax/Télé: (506) 450-9033
Email/Courriel: mcaf@mcaf.nb.ca www.mcaf.nb.ca

MCAF fosters a welcoming and inclusive community where newcomers thrive, and diversity is celebrated. Our values are diversity, empathy, inclusion, respect, empowerment, integrity, accountability, transparency and innovation. Staff and clients must work together to uphold these values. As part of this work, MCAF strives to empower clients, recognizing they have the skills, knowledge and confidence to succeed.

In Canada, we are each responsible for our own decisions and actions.

Please read this document to learn about the rights and responsibilities of MCAF clients and staff.

RESPECT: Everyone has the right to be treated with respect and is responsible for treating others with respect — regardless of race, color, national origin, ancestry, place of origin, creed or religion, age, physical and mental disability, marital and family status, sex (including pregnancy), sexual orientation, gender identity or expression, and social condition (referring to inclusion in a socially identifiable group that suffers from social or economic disadvantage based on source of income, occupation, or level of education).

FREE OF ABUSE AND VIOLENCE: MCAF's environment must be free of abuse and violence of any form, including threats, harassment, discrimination and physical, mental/emotional, economic and sexual abuse.

These rights and responsibilities help us create and maintain a community where everyone is respected.

If clients or staff members cannot uphold the rights or responsibilities in this document, MCAF will take appropriate action to address the concerns, in accordance with MCAF's Complaint, Respectful Workplace and Violence policies and procedures.

Substantiated failure to comply with this document by staff will result in, at minimum, a notation on the person's personnel file.

Everyone is respected and belongs: Thank you for helping us create and maintain a community where everyone is respected and belongs.

MCAF clients have the right to:

- Receive professional services
- Be treated with dignity, respect and courtesy
- Receive information about, and/or be referred to, MCAF services or services in the community
- Make the final choice about the settlement decisions that are best for them and their family
- Stop service at any time
- Access, by appointment, their personal information in their confidential file according to MCAF's Protection of Personal Information and Protection of Privacy Policy

MCAF Rights and Responsibilities of Staff and Clients approved by the Board of Directors electronically on May 30th, 2025, amended August 14th, 2025

- Have their personal information kept private, except when:
 - MCAF is required by law to share information through court order, subpoena or search warrant
 - A client indicates that they will hurt themselves or others, or discloses they plan to commit a crime (information will be shared with appropriate authorities)
 - A client gives written or verbal consent to share specific information
 - A client shares information about the abuse of a child under the age of 19
- Make a complaint about MCAF's services

MCAF clients are responsible to:

- Respect staff and other programs participants, and act in an appropriate manner that maintains safe, respectful, and inclusive interactions for on-site, off-site and virtual programming
- Maintain the confidentiality and privacy of others
- Stay home if they are sick and follow public health guidelines
- Confirm that MCAF is open (for example, during stormy weather or holidays), by checking our website www.mcaf.nb.ca or by calling 506 454-8292
- Arrive on time for services (including classes, appointments, field trips) and tell their MCAF staff if they will be late, unable to attend, or need to re-schedule
- Tell their MCAF staff person how to contact them and their family
- Tell their MCAF staff worker about any changes to their home address and telephone number
- Find childcare for the times they are at MCAF
 - Some programs have childcare available – clients must check if their program has childcare and register their child
- Watch their children and follow Canadian law regarding parents' responsibilities
- Use MCAF's space and furniture with care
- Use MCAF's Client *Complaint Process* to share any issues they may have with MCAF's services

MCAF staff are responsible to:

- Contact clients as soon as possible if you or they are late or if their appointment needs to be cancelled
- Treat clients with dignity, respect, and courtesy
- Respond to client inquiries (calls, texts, and emails) within three business days
- Ensure essential services are available to clients while staff are away from the office
- Provide clients with services & information to help them to address their needs
- Connect clients with service providers in their community based on their needs and the services available in New Brunswick
- Share client information when:
 - Required by law to share information through court order, subpoena or search warrant
 - A client indicates they will hurt themselves or others, or discloses they plan to commit a crime
 - A client gives written or verbal consent to share specific information
 - A client shares information about the abuse of a child under the age of 19
- Share clients' concerns and complaints about MCAF services with MCAF Management in a timely manner
- Follow MCAF detailed policies and procedures for areas referred to in this document

MCAF Rights and Responsibilities of Staff and Clients approved by the Board of Directors electronically on May 30th, 2025, amended August 14th, 2025

MCAF staff cannot:

- Give advice on financial, legal, immigration, or medical questions – MCAF staff are not financial advisors, lawyers, immigration officers, government workers, or doctors
 - Change the decisions of employers, service providers, or government about an MCAF client's case
 - Talk about services other clients have received from MCAF and/or other service providers
 - Accept money.
 - Accept gifts more than a token value (\$20)
 - Have social (friendship) or intimate (including sexual) relationships with clients at work or outside of work, nor have an intimate relationship with employees for whom they have actual or prospective influence over the person's work, status or salary.
- Refer to MCAF's Respectful Workplace Policy in regard to definitions of harassment.

MCAF staff have the right to:

- Be treated with dignity, respect, and courtesy
- Say no to service delivery outside of regular hours, services or locations
- Say no to service delivery if clients are not meeting their responsibilities as outlined in this document and other MCAF policies and procedures
- Consult with their supervisor or manager on concerns about client behavior and expectations

Making a complaint at MCAF:

As a client, you can talk with MCAF staff about any problems you have with MCAF's services. MCAF staff have the responsibility to explain the complaint process. Clients and staff can make a formal complaint or suggestion in the **Complaint/Suggestion boxes** located in reception area, childcare area and on both floors of the ESL classes or by sending an email to complaints@mcaf.nb.ca

Please review MCAF's *Client Complaint Process* available at [MCAF-Client-Complaint-Process](#) for more information.