

FAMILY INFORMATION & REFERRAL SERVICES TEAM PROGRAM INFORMATION FOR FAMILIES

The H&R MFRC supports regular and reserve CAF members and families throughout Nova Scotia, by providing families with access to a 24/7 confidential information and referral service. The Family Information Referral Services Team (FIRST) serves as an entry point for military families, who need information about, or connection to, military and civilian community services. The FIRST is staffed by trained professionals who are able to respond to family requests quickly. FIRST services are offered confidentially, with strict adherence to the privacy code. After hours, the FIRST can distribute emergency resources including housing, food vouchers, funds and child care services as well as connect military families to the Duty Padre. The FIRST also handles registration and payments (during regular business hours) for all MFRC programs and services.

RIGHT AND RESPONSIBILITIES OF PERSON SERVED

As a Military Family member accessing programs and/or services through the MFRC you have the right to:

1. Be provided quality service without discrimination against your race, gender, religion, political affiliation, sexual orientation or other protected grounds.
2. Be treated in fair and respectful manner that respects your individuality and dignity.
3. Have any personal information collected kept confidential in accordance with law and MFRC policies.
4. Refuse services offered.
5. Have your personal property treated with care.
6. Expect that complaints brought forward are dealt with in an efficient and timely manner.
7. Upon request, receive a written copy of your rights and responsibilities and have your questions answered so that you understand these in full.
8. Be referred to an advocate.

As a Military Family member accessing programs and/or services through the MFRC you are responsible for:

1. Treating MFRC employees, students, volunteers and other person served with courtesy and respect.
2. Using MFRC resources in a safe and responsible manner.
3. Reporting concerns promptly to an MFRC employee.
4. Not offering gifts, loans or services to MFRC employees.
5. Respecting the scope of practice of the MFRC.
6. Taking responsibility for your personal property.
7. Reviewing the Person served right and responsibilities.
8. Providing feedback to MFRC employees and completing surveys.

For more information on all of our programs and services, please visit: www.halifaxmfr.ca

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COMPLAINT/CONFLICT RESOLUTION PROCESS

POLICY

The MFRC maintains a non-threatening process for person served to communicate complaints, provide feedback and resolve conflicts. Person served will not experience any barriers to service in connection with using the complaint/conflict resolution process.

All complaints will be addressed in a timely and respectful manner and communicated to the person served in person or in writing.

PROCEDURE

1. A concern, complaint or suggestion can be made by contacting the most appropriate MFRC employee as soon as possible. This may be:
 - a. The employee with whom you have a concern with or complaint against
 - b. Site manager
2. The employee who receives the complaint will attempt to solve the issue directly with the person involved within three working days. If a resolution is not reached, complaints are to be recorded on the Customer Complaint Form and forwarded to the Executive Director who will conduct a review of the complaint.
3. The Executive Director reviews all complaints and will respond to the complainant within fourteen days with a written explanation of the review, results and actions (to be) taken.
4. Complainants have thirty days from the time of the written response to appeal a decision. The appeal should be made in writing and sent to the Executive Director for forwarding to the Board Chair. The MFRC Board of Directors will respond in writing within thirty days of receiving an appeal.
5. If complainants are still not satisfied with the results of a complaint they may take further action by contacting the National Defence and Canadian Forces Ombudsman.

DATA COLLECTION

The Family Information and Referral Services Team may collect non-identifiable usage statistics for quality improvement purposes only. Please inquire for additional details.