

LAKEHEAD SOCIAL PLANNING COUNCIL

CATEGORY: OPERATIONAL

POLICY: Inclusion / Exclusion

Section: Community Information & Referral

**Subsection: Accreditation
211**

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Inclusion/Exclusion Policy

“To ensure that the needs of the community are met, the I&R service develops criteria for the inclusion or exclusion of agencies and programs in the resource database. The criteria are uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.”

Resource Database, Standard7, Inclusion/Exclusion - AIRS Standards & Quality Indicators for Professional Information & Referral (Version 7.0)

The intent of the Inclusion / Exclusion Policy is to define criteria for the inclusion or exclusion of agencies and programs in the resource database managed by Community Information & Referral Centre/211 North (CIRC/211 North) located at www.211north.ca.

The online database includes organizations or programs primarily located in or serving the service area that:

- Provide a direct service to the public
- Are networks or coalitions of direct service providers
- Are involved in licensing, planning or coordinating direct services
- Are not-for-profit, community-based or government organizations
- Are organizations which offer a service to the community at large, not just to their own members (e.g. churches and social clubs)
- Are commercial entities that provide services not offered by the non-profit sector
- Are commercial entities licensed by the government or with special contractual agreements to operate services such as long term care facilities, child care centres or specific home care services

Definition of Human Services

CIRC/211North adheres to the Alliance of Information & Referral Systems (AIRS) definition of Human Services as follows:

- *Activities that help people to become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of families, groups and communities.*
- *Specific human services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs;*

Approved: November 6th, 2008

Reviewed: March 16, 2015

Revised: March 19, 2010

Signature:

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consumer education and decision support; criminal justice or legal services; education and employment; health and mental health care including substance abuse services; and environmental protection; both routinely and in times of disaster or other emergencies.

- *Human services also facilitate the capabilities of people to care for children or other dependents, ensure that protective services are available to those who are vulnerable; provide for the support of older adults and people with disabilities; offer social, faith-based, and leisure time activities; provide for the cultural enrichment of the community; and ensure that people have the information they need to fully participate in community life.*

Areas for Inclusion

The Inclusion / Exclusion Policy is based on the AIRS definition of Human Services:

Basic Needs

- Food
- Income Support
- Housing and Shelter
- Transportation

Crisis Intervention and Emergency Services

- Crisis Intervention
- Emergency Services

Criminal Justice and Legal Services

- Community Legal Services
- Correctional Services
- Courts
- Discrimination Assistance
- Non-Emergency Police, Fire, Public Safety Services
- Protective Assistance

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Consumer Issues/Services

- Consumer Assistance and Protection
- Credit Counselling Agencies
- Records/ Licenses/Permits (Vital Records)

Disaster and Emergency Services

- Disaster – Preparedness and Mitigation
- Disaster Services – Recovery
- Disaster Services – Response and Relief
- Disaster Services – Response and Relief (Temporary)

Education and Libraries

- Adult Basic Education Programs
- Adult Continuing Education Programs
- Educational Institutions/ Schools
- Libraries
- Literacy Programs
- Special Education
- Tutoring and Homework Help

Employment

- Employment Assistance Centres
- Employment Preparation
- Training and Employment Programs

Environmental Quality

- Environmental Conservation, Restoration and Beautification
- Environmental Regulation, Monitoring and Enforcement
- Public Health and Safety

Health Care

- Health Support Services
- Hospitals
- Health Programs/Organizations
- Health Care Professional Associations

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- Medical Clinics/Outpatient health services
- Medical Information Lines

Immigration and Refugee Services

- Government
- Immigration/Refugee Employment Programs
- Language and Learning
- Settlement Services
- Other Community Services

Individual and Family Support Services

- Caregiver Support
- Case Management
- Child Care
- Donations and Charitable Giving
- In Home Assistance
- Mutual Aid and Self Help
- Parenting Education
- Volunteers and Volunteering

Mental Health and Addiction Counselling

- Addiction /Substance Abuse Services
- Mental Health Services

Organizational, Community, Governmental Services

- Community Groups
- Public Officials
- Professional Societies or Associations
- Seasonal Assistance Programs

Recreation

- Community Clubs/Cultural or Heritage Organizations

Exclusion

CIRC/211 North reserves the right to exclude organizations from the www.211north.ca database. Possible grounds for exclusion or removal from the database include, but are not

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limited to, service non-delivery, fraud, misrepresentation, discrimination, criminal activities, or operating outside licensing mandates.

CIRC/211North reserves the right to refuse to list or to discontinue listings for organizations that have had complaints lodged against them with any regulatory body or with other organizations in the database providing similar services, or with CIRC/211North itself.

CIRC/211North reserves the right to exclude agencies or organizations that provide services which are not available to the general public.

CIRC/211North reserves the right to refuse to list or to discontinue listings for organizations failing to respond to update requests.

Appeals Process

Decisions to include, exclude, or remove a service listing may be appealed by writing to the Director of Services after a reasonable attempt has been made to resolve the issue with the Resource Specialist. The Director of Services will render his/her decision in writing within 30 days of receipt of the appeal. The decision rendered is final.

Availability

The Inclusion/Exclusion Policy is available to the public at www.211north.ca. It is also included in the Lakehead Social Planning Council's Policy & Procedures Manual.

Adherence

The Resource Specialist shall ensure that the CIRC/211 North database conforms to the Inclusion/Exclusion Policy through the ongoing review of new records added to the database and an annual review of the records to ensure adherence.

Disclaimer

Inclusion in the CIRC/211North human services database is free. Inclusion does not imply endorsement by CIRC/211North. While CIRC/211North makes every effort to ensure the provision of valid, reliable information included in the human services database, it relies on external sources for this information.

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