



## **General Policy**

The Support Network collects, maintains and disseminates human and social service information that enables people to make informed choices to improve their quality of life. The information is published in the 211edmonton.info online database and various publications created by The Support Network such as Directories and Resource Lists.

## **Primary Focus Areas**

The Support Network sets primary focus areas for most information collection. For primary focus areas, every effort is made to have comprehensive listings of eligible services. The Support Network's primary focus areas are related to basic subsistence and survival-related services, including:

- Food, clothing, shelter and transportation
- Emergency assistance
- Crisis intervention
- Financial assistance
- Legal and correctional services
- Victim services
- Immigrant and refugee services
- Physical and mental health services
- Employment and training services
- Home support services
- Access to permanent affordable housing.

The Support Network also gives primary focus to services for people who may experience barriers to service because of:

- Language spoken
- Ethnocultural group
- Age, including risk factors associated with infants, children, youth or seniors
- Low income, unemployment, or lack of education or literacy
- Physical, mental or developmental disabilities
- Homelessness or social isolation
- Immigration or refugee status
- Fear of violence.

## Secondary Focus Areas

For services that fall outside the primary focus areas, The Support Network will consider collecting and disseminating general Agency Information and Volunteer Opportunities. These may include program and services related to:

- Arts/Cultural
- Environment
- Festivals/Special Events
- Museums/Historical sites
- Special interest organizations (e.g., Alberta Ferret Society, African Violet Society)
- Recreation/Sports
- Peace/international development/social justice.

## Criteria for Inclusion

The Support Network's 211edmonton.info database includes, without fee, human and social service organizations primarily located in or serving the Greater Edmonton region that:

- are not-for-profit, incorporated under the Societies Act, and/or have Registered Charitable Status.
- are federal, provincial, or municipal government services which have a community or social service component.
- act as a co-ordinating, planning, or funding body related to the helping professions
- adhere to the principles and practices of the *Canadian Code of Volunteer Involvement* (for organizations who utilize volunteers).

The following may be considered for inclusion:

- Direct service providers
- Networks or coalitions of direct service providers
- Organizations involved in licensing, planning or co-ordinating direct services
- Professional organizations which provide a service, or umbrella associations for human service providers
- Foundations and funding bodies related to human or community services
- Members of Parliament, MLAs, Mayor, and City Councillors
- Government hospitals and health clinics and personal and intermediate care homes
- Advocacy groups
- Service clubs
- Self-help and support groups
- Education institutions
- Religious organizations.

Not-for-Profit agencies that provide a community service will:

- have been providing a service for a minimum of six months **and**
- reasonably expect assured funding to continue operation for at least one year **and**
- have a publishable address and/or phone number **and**
- provide references from two agencies currently in The Support Network's 211edmonton.info database.

## Discretionary Inclusion

The Support Network may consider for inclusion:

- For-profit, private, commercial organizations that:
  - provide a community service not sufficiently offered by the non-profit sector **and**
  - provide services either free or with a significant sliding scale.
- For-profit, private, commercial organizations that:
  - are licensed by the government or have special contractual agreements to operate long term care facilities, child care centres, and certain home care services **and**
  - provide services at no direct cost to the client.
- For-profit, private, commercial organizations that provide a community service will:
  - have been providing service for a minimum of 18 months and
  - have a publishable address and/or phone number and
  - provide references from two agencies currently listed in The Support Network's 211edmonton.info database.

In the case of for-profit, private, commercial organizations, only those services that are provided at no cost to the client or on a significant sliding scale will be included.

For-profit organizations will be charged an Inclusion Fee of \$100 per year (plus GST) to be listed in print material or publicly-accessed database search.

Volunteer opportunities will not be listed for for-profit organizations.

## Exclusion

The Support Network will not list for-profit psychologist businesses, including private practitioners, sole proprietors, or other business formats which are not non-profit. Referrals for psychologists are made to the Psychologists Association of Alberta.

The Support Network will not list preschools or daycare centres unless they are non-profit and offer services to the community or are specialized preschools or daycare centre, for example Spanish speaking or inclusive. Referrals for daycare centres are made to Child and Family Services Child Care Listings.

The Support Network reserves the right to refuse to list or to discontinue listings for organizations that:

- have had serious complaints lodged against them with any regulatory body, with other organizations in the database providing similar services, or with The Support Network.
- deny service on the basis of color, race, religion, gender, sexual orientation, ancestry, nationality, or on any other basis not permitted by law.
- we have adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole.
- offer or provide services which are unlawful.
- misrepresent, by omission or commission, pertinent facts regarding their services, organizational structure, or any other pertinent matter, in any way.

- fail to respond to requests to update information.

Decisions to include, exclude, or remove a service listing may be appealed, in writing, to the Executive Director of The Support Network after a reasonable attempt has been made to resolve the issue with staff.

## Procedure

Agencies must submit an Application for Inclusion, including completed Information Collection Forms and two references, and forward it, with fee if applicable, to The Support Network.

Applications will be reviewed, taking into consideration the criteria, the number of agencies being considered for inclusion, and other relevant factors.

Any questions may be addressed to:

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The Support Network reserves the right to be selective in including or excluding an organization. Inclusion in the *Directory of Community Services* or the agency database in no way constitutes endorsement of the purpose, method, or quality of services, nor should exclusion reflect in any way on the service.

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