


Terms of Use, Inclusion and Privacy Policy			
Policy #	PO - 03	Date Approved	February 23, 2021
Date Created	October, 2020	Date of Last Review	

Intent

Lakehead Social Planning Council through the Community Information & Referral Centre/211 North (CIRC/211North) program collects, maintains, and disseminates human service information that enables people to make informed choices searching for programs or services.

Guidelines

Terms of Use

Please read this Terms of Use Agreement (the “Agreement”) carefully. It governs your use of this Website (the “Website”) operated by CIRC/211North.

The Agreement states the terms and conditions under which you (the “User”) may access and use the Website and all written and other materials displayed or made available through the Website, including, without limitation, information on human services, human services statistics and critical services such as community information centres, distress centres, hospital emergency departments and services for victims of violence and abuse, including sexual assault (the “Content”) located within Northern Ontario.

BY ACCESSING AND/OR USING THE WEBSITE, YOU ARE INDICATING YOUR ACCEPTANCE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, YOU MUST NOT ACCESS OR USE THE WEBSITE.

CIRC/211 North may unilaterally revise this Agreement from time to time. You should visit this page periodically to review this Agreement.

Listing Inclusion

Listing Policy

Inclusion in the database of human services listed on the Website is free and is not dependent upon the purchase of a membership, products, or separate advertising space from CIRC/211 North.

Subject to the Areas of Inclusion (below), the online database of human services includes organizations or programs primarily located in or servicing the 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., A church operating a food bank that is open to the public).
- are commercial organizations that provide services not offered by the non-profit sector.
- are commercial organizations 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.

Organizations must demonstrate the ability to provide ongoing reliable services and have an established funding base or the support of an established parent organization. Exceptions may be made in emerging or underfunded service areas.

Areas for Inclusion

It is the policy of CIRC/211 North to set first and second priorities for the listing of services on the Website. For first-priority areas, every effort is made to have comprehensive listings of all eligible services. For second-priority areas, collection depends on, staff resources, agreements with other agencies, and the ability of other agencies to collect and disseminate information.

CIRC/211 North gives first priority to basic subsistence and survival related services, including:

- **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 and Correctional Services; Correctional Services; Courts; Discrimination Assistance; Non-Emergency Police, Fire, Public Safety Services; Protective Assistance
- **Disaster and Emergency Services:** Preparedness and Mitigation; Recovery, Response and temporary Relief Services
- **Health Care:** Health Support Services; Hospitals; Health Programs/Organizations; Health Care Professional Associations; Medical Clinics/Outpatient health services; Medical Information Lines
- **Immigration and Refugee Services:** Government; Immigration/Refugee Employment Programs; Language and Learning; Settlement 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 Services:** Counselling; Addiction /Substance Abuse Services; Mental Health Services

CIRC/211 North gives second priority to basic subsistence and survival related services, including:

- **Consumer Issues/Services:** Consumer Assistance and Protection; Credit Counselling Agencies; Records/ Licenses/Permits (Vital Records)
- **Education and Libraries:** Adult Basic Education Programs; Adult Continuing Education Programs; Educational Institutions; Libraries; Literacy Programs; Special Education; Tutoring and Homework Help
- **Employment:** Employment Assistance Centres; Employment Preparation; Training; Employment Programs
- **Environmental Quality:** Environmental Conservation, Restoration and Beautification; Environmental Regulation, Monitoring and Enforcement; Public Health and Safety
- **Organizational, Community, Governmental Services:** Community Groups; Public Officials; Professional Societies or Associations; Seasonal Assistance Programs
- **Recreation:** Community Centres; Cultural or Heritage Organizations

Exclusion

CIRC/211 North reserves the right to exclude from the database of human services any organization that it has, in its own discretion, 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.

Potential grounds for exclusion or removal from the database of human services include, but are not 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 of human services 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 public and reserves the right to refuse to list or to discontinue listings for organizations failing to respond to update requests.

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 Manager. The Director of Services will render their decision in writing within 30 days of receipt of the appeal. The decision rendered is final.

Referral to Other Services

CIRC/211 North provides links to external Websites for some frequently sought services not listed on the Website, such as consulates and embassies. Users unable to find the information they need are invited to call 2-1-1.

No Endorsement

Inclusion of an organization and information about its programs and services in the directory of human services does not imply endorsement by CIRC/211North nor does exclusion indicate lack of endorsement.

Links to other websites are provided to help users locate other resources that may be of interest. Parties other than CIRC/211North independently developed these other websites and therefore CIRC/211North does not assume responsibility for the content of any third-party website, nor does it make any representation or warranty of any kind regarding any third-party website including, without limitation:

- regarding the legality, accuracy, reliability, completeness, timeliness, or suitability of any content on such third-party websites,
- regarding the merchantability and fitness for a particular purpose of any material, content, software, goods, or services located at or made available through such third-party websites, or
- that the operation of such third-party websites will be uninterrupted or error free, that defects or errors in such third-party websites will be corrected, or that such third-party websites will be free from viruses or other harmful components.

In providing links to other websites, CIRC/211North is not acting as a publisher or disseminator of the material contained on these other websites and does not seek to control the content of, or maintain any type of editorial control over, such websites. A link to another website should not be construed to mean that CIRC/211North is associated with or is legally authorized to use any trademark, trade name, logo or copyrighted symbol that may be reflected in the link or the description of the link to such other websites. In addition, the mention of another party or its products or services on the Website should not be construed as an endorsement of that party or its products or services.

Disclaimer

The information in the online directory of human services is provided for information purposes only. It is not intended to provide medical, legal, or professional advice whatsoever and should not be relied upon in that respect.

THE ONLINE DIRECTORY OF HUMAN SERVICES AND THE CONTENT IS PROVIDED "AS IS". WHILE CIRC/211NORTH ENDEAVOURS TO PROVIDE INFORMATION THAT IS CORRECT, ACCURATE AND TIMELY, CIRC/211NORTH MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE ONLINE DIRECTORY OF HUMAN SERVICES AND THE CONTENT INCLUDING, WITHOUT LIMITATION, NO REPRESENTATION OR WARRANTY THAT:

- THE CONTENT CONTAINED IN OR MADE AVAILABLE THROUGH THE ONLINE DIRECTORY OF HUMAN SERVICES WILL BE FIT FOR A PARTICULAR PURPOSE,
- THE ONLINE DIRECTORY OF HUMAN SERVICES OR CONTENT WILL BE ACCURATE, COMPLETE, CURRENT, RELIABLE, OR TIMELY,
- THAT THE OPERATION OF THE ONLINE DIRECTORY OF HUMAN SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE
- THAT DEFECTS OR ERRORS IN THE ONLINE DIRECTORY OF HUMAN SERVICES OR THE CONTENT, BE IT HUMAN OR COMPUTER ERRORS, WILL BE CORRECTED,
- THAT THE ONLINE DIRECTORY OF HUMAN SERVICES WILL BE FREE FROM VIRUSES OR HARMFUL COMPONENTS, AND

- THAT COMMUNICATIONS TO OR FROM THE ONLINE DIRECTORY OF HUMAN SERVICES WILL BE SECURE AND/OR NOT INTERCEPTED.

Listing Updates

Most organizations listed on the Website are asked annually to complete a written questionnaire or to update their information by telephone, fax or e-mail. In addition, the editorial team monitors service changes, and major changes are made as soon as the information is known and verified with the service provider. Nevertheless, community services change so rapidly that some omissions and inaccuracies are inevitable.

CIRC/211North encourages organizations to use the online database of human services to notify the CIRC/211 North of service changes throughout the year by using the update information option found on all listings on the online database of human services. CIRC/211North reserves the right to verify each change with the service provider.

The amount of detail, the language used and the presentation of information in describing a service or organization is at the discretion of CIRC/211North.

Changes submitted will not appear automatically or immediately on the online database of human services. Changes are first verified and processed by staff, with the data on this online database of human services refreshed weekly.

Linking

CIRC/211North encourages organizations to use the online database of human services as a central collection of quality information. Organizations are free to link to our website, however when linking to pages other than our home page, please regularly verify your links as our site structure and urls may change at any time without notice.

While CIRC/211North encourages links to the online database of human services, it does not wish to be linked to or from any third-party website which contains, posts or transmits any unlawful information of any kind, including, without limitation, any content:

- that constitutes or encourages conduct that would constitute a criminal offence, give rise to civil liability or otherwise violate any local, state, provincial, national or international law or regulation;
- that may be damaging or detrimental to the activities, operations, credibility or integrity of CIRC/211North; or
- that contains, posts or transmits any information, software or other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights, or which is protected by copyright, trademark or other proprietary rights.

CIRC/211North reserves the right to prohibit or refuse to accept any link to the online directory of human services, including, without limitation, any link which contains or makes available any

content or information of the foregoing nature, at any time. Organizations/individuals agree to remove any link they may have to the Website upon the request of CIRC/211North.

The framing, mirroring and deeplinking of the Website or any of its Content in any form and by any method is strictly prohibited. You may not cause any advertisement including any pop-up or banner advertisement to appear at, or on, or after exiting, the Website.

Privacy Policy

Freedom of Information and Protection of Privacy Act

This material is intended for general information purposes only and should not be distributed, copied or disclosed to anyone else. Its contents are protected by privilege, and all rights to privilege are expressly claimed and not waived. Further, any information that is confidential or personal will be subject to the FOIPP Act and other relevant legislation.

Confidentiality Warning

CIRC/211North strives to ensure confidentiality in its communications (web, email, chat and text). Nevertheless, the Internet should not be considered a secure medium and privacy cannot be guaranteed. CIRC/211North will not be responsible for any damages you or any third party may suffer because of the transmission of confidential information that you make to CIRC/211North, or that you expressly or implicitly authorize CIRC/211North to make, or for any errors or any changes made to any transmitted information.

The Site measures site visits but does not collect or maintain information on the identity of such users.

Submissions

CIRC/211North shall be free to use, for any purpose, any ideas, concepts, know-how or other techniques contained in information provided to CIRC/211North through the Site or sent through email. CIRC/211North shall not be subject to any obligations of confidentiality regarding any such information submitted to it unless specifically agreed to by CIRC/211North or required by law.

CIRC/211North may use comments submitted by users about the Site for promotional purposes. CIRC/211North will seek written permission of the user before publishing their personal name, organization or program name or direct comment. CIRC/211North may combine comments and attribute them to pseudonyms without seeking permission of the users.

Website Analytics

To gather statistics, identify trends and make improvements to our website, CIRC/211 North utilizes various tools to capture non-identifiable information about visitors. These tools may use cookies to collect and generate information about your visits to our sites.

One of the third-party analytics tools used on our website is Google Analytics. Their complete Privacy Policy, Data Retention Policy, Opt-Out Browser Add-On, and related information

regarding capturing of user data is available online at:
<https://support.google.com/analytics/answer/6004245?hl=en-GB>. Blocking Google Analytics or cookies will have no detrimental effect on your browsing experience.

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The system used to index the services in the online directory of human services is the Canadian Taxonomy of Human Services, based on the AIRS/211 Los Angeles County Taxonomy of Human Services, © 1983-2019. CIRC/211North have updated and amended many of the terms and are solely responsible for these changes. Except as expressly indicated above, no part of this taxonomy of human services terms and definitions may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the express prior written consent of CIRC/211North.

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Any use of the tradenames, trademarks, service-marks, and logos (collectively "Trademarks") displayed on the online directory of human services, except as expressly provided in this Agreement, is strictly prohibited. Nothing appearing on the online directory of human services or elsewhere shall be construed as granting, by implication, estoppel, or otherwise, any licence or right to use any Trademarks displayed on the online directory of human services.

Prohibited Uses

The User is prohibited from posting or transmitting on or through the online directory of human services any unlawful, threatening, libelous, defamatory, obscene, indecent, inflammatory, pornographic or profane material or any material that could constitute or encourage conduct that would be considered a criminal offence, give rise to civil liability, or otherwise violate any

law. In addition, the User is prohibited from posting or transmitting on or through the online directory of human services any information which:

- infringes the rights of others or violates their privacy or publicity rights or
- is protected by copyright, trademark, or other proprietary right, unless with the express written consent of the owner of such right.

Furthermore, you may not, nor may you allow others to, directly or indirectly:

- use the online directory of human services in any manner that could damage, disable, overburden or impair it;
- use the Website or its Content for commercial or philanthropic prospection purposes (including by online directory of human services of unsolicited commercial e-mail or SPAM);
- interfere with the security of, or otherwise abuse, the Website or any services, system resources, accounts, servers or networks connected to or accessible through the online directory of human services or affiliated or linked Websites;
- disrupt or interfere with any other person's use or enjoyment of the Website or affiliated or linked Websites;
- upload, post or otherwise transmit on the Website any items, including without limitation computer viruses, Trojan horses, worms or other harmful, disruptive or destructive files or computer programs; or
- use any robot, spider or other automatic program or device, or manual process to monitor, copy, summarize, or otherwise extract information from the online directory of human services or the Content in whole or in part.

You agree that you are solely responsible for all your actions and communications undertaken or transmitted during your usage of the Website, and that you will comply with all applicable laws concerning the use of or activities on the online directory of human services or in respect of the Content. You shall be solely liable for any damages resulting from any infringement of copyright, trademark or other proprietary right, or any other harm resulting from your use of the online directory of human services.

Limitation of Liability

In no event shall CIRC/211North be liable for damages of any kind, including, without limitation, any indirect, special, incidental or consequential damage or any other damages whatsoever and howsoever caused, arising out of or in connection with the use of the Website or in reliance on the information available on the online directory of human services, including, without limitation, any loss of use, lost data, lost business profits, business interruption or any other loss incurred in connection with the use or misuse of the online directory of human services, regardless of the cause and whether the action is in contract, tort (including negligence), civil liability or otherwise. The foregoing limitation shall apply even if CIRC/211North knew of or ought to have known of the possibility of such damages.

Indemnity

You agree to defend, indemnify and hold harmless CIRC/211North and all third parties mentioned at the Website, from and against any and all claims, actions or demands, including without limitation reasonable legal and accounting fees, resulting from your use of the Website or your breach of this Agreement.

Security

While every effort is made to ensure that all information provided on the online directory of human services does not contain computer viruses, the User should take reasonable and appropriate precautions to scan the User's computer systems for computer viruses and to protect them against the harmful effects of such viruses, including by means of maintaining a complete and current backup of the applicable items or information contained on the User's computer system.

Termination

CIRC/211North reserves the right to remove and/or disable access to the Website, with or without notice, to any User who violates this Agreement. If the User violates any provision of this Agreement, the User's permission to use the Content automatically terminates and the User must immediately destroy any copies it has made of the Content. CIRC/211North also retains the right to take any other appropriate legal actions to enforce its rights and disclaims any liability for unauthorized use or reproduction of any portion of the online directory of human services.

General Provisions

The User agrees that all matters relating to the access to, or use of the online directory of human services and its Content shall be governed by the laws of the Province of Ontario and the laws of Canada notwithstanding any otherwise applicable conflict of laws rule. The User hereby consents and submits to the non-exclusive jurisdiction of the courts of the Province of Ontario in any action or proceeding instituted under or related to this Agreement.

If any provision of this Agreement is found to be unlawful, void or for any reason unenforceable, then that provision shall be deemed to be severed from the rest of this Agreement and shall not affect the validity and enforceability of any remaining provisions.

The provisions of this Agreement will inure to the benefit of and be binding upon the parties and each of their respective successors and assigns.

No waiver, express or implied, by CIRC/211North of any breach of or default by User under this Agreement will constitute a continuing waiver of such breach or default or be deemed to be a waiver of any preceding or subsequent breach or default.

Any rights not expressly granted by this Agreement are reserved to CIRC/211North.