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## **Community Services Database Inclusion / Exclusion Criteria Policy**

The purpose of the Human Development Council's resource database (Community Services Database) is to collect information about Human Services available to residents of New Brunswick. It also seeks to maintain accurate community information, link people with needed services, and to identify gaps in services.

Human Services are defined as those that provide services that address human needs ranging from basic living needs (food, shelter, clothing) to life improvement or enhancement services.

The following guidelines will be used in determining whether an agency or organization is eligible to be listed in the resource database.

### **Inclusion**

**1. Non-profit organizations or government offices** providing human services to residents of New Brunswick.

**a) The primary focus will be on services that provide basic human needs including:**

food  
clothing  
shelter / housing  
legal services  
emergency assistance  
crisis intervention  
financial assistance  
physical and mental health services  
transportation  
employment and training programs  
immigrant and refugee services

**b) A secondary area of focus includes:**

arts / cultural  
recreation /sports  
festival and special events  
special interest groups  
service clubs  
educational institutions  
faith communities

**c)Discretionary Inclusion**

The Human Development Council may consider for profit organizations providing health or human services to residents, which have appropriate certification or licensing for their service area, including...

Home health agencies  
Assisted living facilities  
Child care providers  
Transportation services  
Private schools/universities  
Grocery stores and pharmacies that deliver or are open 24 hours  
Errand, fix-it, companion services

There will be no fee for inclusion in the electronic database to allow for the availability of comprehensive information for the benefit of callers/public. For profit agencies will be charged to be included in printed directories.

**Exclusion:**

The Human Development Council reserves the right to list or to discontinue listings for:

1. Services available only to members of a certain group or club (e.g. counseling available to a church's parishioners only)
2. Illegal services, including agencies not in compliance with federal non-discrimination standards.
3. Commercial business establishments not described above
4. Housing – specific facilities that can be found in commercial listings
5. Organizations that provide free or low-cost services when their primary purpose is to market the organization's main business.
6. Agencies that:
  - Misrepresent themselves
  - Fail to respond to updating contacts
  - Have documented complaints
  - Proselytize as a condition of service
  - Deny service based on prejudice or discrimination

Where special circumstances exist which are not effectively covered by the preceding guidelines, the agency or organization in question may submit a Request for Review/Appeal to be reviewed for inclusion by the Human Development Council's Information Committee. If questions still remain, a review panel appointed by the Chairman of the Information Committee will make a recommendation to the Committee about the appropriateness of inclusion on a case-by-case basis. Applications to the Review Panel can expect a reply within two months of submitting a request for review.

## Informing Excluded Providers of Status and Options

1. If an agency does not meet the criteria for inclusion in the resource database, the Information Manager should inform the agency by phone.
2. If there is a challenge to the decision of exclusion, a meeting with the Information Manager can be arranged to explain the reasons for the exclusion.
3. If still not satisfied, a meeting with the Executive Director would be the next step, followed by a review by the Board of Human Development Council.

The fact that an agency is or is not listed in the database is not an endorsement or lack of endorsement of their purpose, method, or quality of service by the Human Development Council, or its funders.

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