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# Terms of Use Policy

## Introduction to Use

The Social Planning Council of Cambridge and North Dumfries collects, maintains and distributes human service information intended to assist people to make informed choices about available resources within Waterloo Region.

The Social Planning Council of Cambridge and North Dumfries reserves the right to make final decisions with respect to inclusion and exclusion of any service, organization or agent.

## Inclusion Policy

The following criteria are applied to Site submissions:

1. Organizations to be included in the database must provide one of the following services:

- Provide a direct human service to the public
- Are networks or coalitions of direct human service providers
- Are involved in researching, licensing, planning or coordinating direct human services
- Are non-profit, community based or government organizations
- Are commercial organizations that provide crisis services not offered by the non-profit sector
- Are commercial organizations licensed by the government or with special contractual agreements to operate long term care facilities, child care centres and certain home care services
- Provide primary and preventative health and mental health care services
- Provide programs that focus on housing/shelter, income support, food security and employment
- Provide specialized immigrant and refugee services
- Provide education through the public or private sector
- Provide legal aid advice and information about correctional services
- Provide faith based or cultural services
- Provide recreational or tourism services

2. Registered non-profit and charitable organizations, along with selected government departments will be included. Generally, the organization must provide direct services to the community, or be a service/organization from which public information is frequently requested by community members.

3. Eligible organizations must deliver services within Waterloo Region.

4. A publishable mailing address and/or telephone number must be provided.

5. Eligible organizations must respond to requests for information updates and return requests within the written requested time.

## **Exclusion Policy**

The Social Planning Council of Cambridge and North Dumfries reserves the right to exclude or remove any organization from the database that it has reason to believe may cause harm to the well-being of individuals, groups or the community as a whole. Grounds for exclusion or removal from the database may include, but are not limited to: fraud, misrepresentation, discrimination and hate crimes, any criminal activity, or non-delivery of services.

## **Disclaimer**

### No Endorsement

Inclusion in the database does not indicate endorsement or an evaluation of service quality by The Social Planning Council of Cambridge and North Dumfries or the Region of Waterloo nor does omission indicate an evaluation of quality or lack of endorsement.

### No Advice or Warranties

The information contained in the database is provided for educational or information purposes only. It is not intended to provide medical, legal or professional advice whatsoever and should not be relied upon for any related purpose. While considerable efforts are made to supply correct information, the database may contain errors. The Social Planning Council of Cambridge and North Dumfries or the Region of Waterloo do not guarantee the quality, accuracy or completeness of the information.

### No Liability

The Social Planning Council of Cambridge and North Dumfries or the Region of Waterloo are not responsible for any direct, indirect, special, incidental or consequential damage or any other damages whatsoever, however caused, arising out of any connection with or use of the database, or in reliance on the information made available on the database.