

# Welcome

Welcome to the Canopy Peer Navigation Program and thank you for joining our community. In the following pages, you will find valuable information regarding Canopy's commitment to providing radically inclusive and affirming care to all, your role in the program, and how you can help strengthen the program by providing feedback. Please save this document for current and future use.

## Canopy Medical Clinic's Non-Discrimination Policy

Canopy Medical Clinic strives to be a radically inclusive, affirming, and sex positive clinic. Canopy Medical Clinic is committed to an environment in which all individuals are treated with respect and dignity. Canopy Medical Clinic does not condone or engage in any discrimination based on ability, age, culture or subculture, ethnic group, national origin, gender identity, sexual orientation, religion, political beliefs, marital status, or socioeconomic status. We do not condone or engage in sexual harassment. We do not condone or engage in discrimination based on HIV status or other health diagnoses. We do not condone or engage in discrimination based on mental health or substance use status. Canopy Medical Clinic's staff continue to educate themselves about the harm caused by discriminatory practices and are expected to engage in ways that affirm various life experiences and maintain healthy boundaries.

## Participant Agreement

As a client receiving Canopy Peer Navigation services, I commit to:

- Using language that is respectful towards staff, other clients, and refraining from profane language.
- Respecting staff and other clients by not engaging in harassing, threatening, or aggressive behaviors.
- Not sharing personal information seen or overheard about other clients.
- Maintaining a safe space by not using or bringing any weapons on agency premises or having them on myself when working with staff.
- Respecting personal boundaries, refraining from making sexual comments or gestures, and/or sexually harassing any staff member or clients.
- I may refuse services at any time. My participation in the Peer Navigator Program is voluntary and may be terminated with a written or verbal request at any time.

As a client receiving *individual* Canopy Peer Navigation services, I understand that:

- Services may be denied, rescheduled, or cancelled if a participant is unable to meaningfully engage due to drug or alcohol use.
- Services may be denied, rescheduled, or cancelled if my Peer Navigator or other staff feel threatened or uncomfortable.
- If an issue with my Peer Navigator arises, I will attempt to resolve the issue with my Peer Navigator personally, first. Should that fail, I will contact Canopy's Director of Mental Health Services and follow the grievance procedure provided, if I choose.
- I will inform my Peer Navigator of address, phone number, or other contact information changes.
- My Peer Navigator will check-in with me *at least* quarterly.

- I will respect my Peer Navigator as a peer and provider. I will respect any other staff or clients with whom my Peer Navigator Works.
- During non-emergencies, I may contact my Peer Navigator during my Peer Navigator's designated availability, and I will only contact them outside of those designated times when it is a crisis or emergency.

Please ask your Peer Navigator about their designated hours of availability.

### **Participant Feedback Policy & Procedure**

As the Canopy Peer Navigation program is run by people living with HIV/AIDS serving people living with HIV/AIDS, feedback from Peer Navigators and Peers is the foundation upon which programmatic and structural decisions are made. The Canopy Peer Navigation Program is committed to having an open-door policy and offering a variety of formats through which Peers can provide feedback to the Peer Navigation team.

As such, we offer this outline as the preferred method for sharing thoughts, questions, or concerns.

The following feedback outline will be provided to all Peers as a preferred method for sharing feedback, asking questions, or sharing concerns.

1. First speak with any of the Peer Navigators:
  - Jason Grueneich – [JGrueneich@CanopyMedicalClinic.com](mailto:JGrueneich@CanopyMedicalClinic.com)
  - GeeGee McCoy- [GMccoy@CanopyMedicalClinic.com](mailto:GMccoy@CanopyMedicalClinic.com)
  - Jay Schmuhl - [JSchmuhl@CanopyMedicalClinic.com](mailto:JSchmuhl@CanopyMedicalClinic.com)
2. If you are not comfortable contacting one of the Peer Navigators, or if you do not feel the response you received was satisfactory, please contact one of the following Program Administrators:
  - Kara Gloe- [KGloe@CanopyMedicalClinic.com](mailto:KGloe@CanopyMedicalClinic.com)
  - Tena Prestige – [TPrestidge@CanopyMedicalClinic.com](mailto:TPrestidge@CanopyMedicalClinic.com)
3. If you are not satisfied with the response given by an Administrator, you may contact Canopy's Medical Director:
  - Heidi Selzler-Echola - [HEchola@CanopyMedicalClinic.com](mailto:HEchola@CanopyMedicalClinic.com)
4. If you are not satisfied with the response provided by the Medical Director, we suggest you contact the Ryan White Program Coordinator with the North Dakota Department of Health and Human Services:
  - Gordana Cokrljic - [GCokrljic@ND.gov](mailto:GCokrljic@ND.gov)

Further, we recognize not everyone is comfortable speaking directly with someone to provide feedback or to share a concern or complaint. This anonymous form allows you to share anything you would like the Peer Navigation team to know. If the feedback is about the program or is general in nature, it will be brought to the Peer Navigation team for discussion and resolution, when necessary. If the feedback is regarding a specific Peer or member of the Peer Navigation team, the Director of Mental Health Services will handle it as directly and discreetly as possible.

<https://www.CanopyMedicalClinic.com/rwfeedback>

We look forward to your feedback, as we value your input. We are committed to strengthening the Canopy Peer Navigation Program through the power of collaboration.

### **Additional Information**

Canopy's Peer Navigation Program may use e-mail and text messages to communicate with clients. We encourage all participants to be thoughtful regarding how they communicate with our clinic, including their Peer Navigators and take necessary precautions to safeguard their protected health information. By nature, emails and text messages are NOT confidential. This includes communicating with our clinic or staff in public spaces, using work email, etc. Email, text messages, and portal messages should NOT be used in an emergency. You have the right to decline to receive electronic communications from Canopy Medical Clinic. If you do not want Canopy Medical Clinic to communicate with you via electronic communications, please inform our clinic staff.