

## STATEMENT OF RIGHTS & RESPONSIBILITIES

St. Leonard's Community Services (SLCS) is committed to providing an environment for all individuals that is free from harassment and discrimination, fostering the goodwill and trust necessary to protect the rights of individuals. SLCS shall neither tolerate nor condone behaviour that undermines the dignity or respect of individuals or the integrity of relationships, promoting mutual respect, understanding and cooperation.

In support of this, SLCS promotes and supports the following rights and responsibilities of its program participants:

### Rights

- To be treated with dignity and respect and without discrimination
- To privacy and confidentiality, unless reporting is required by law
- To a safe and secure service environment
- To make informed decisions about service and participation. Service is voluntary; you may choose to discontinue service
- To know of the procedures to follow to provide feedback or make a complaint

Participants with Disabilities are afforded rights under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*.

### Things to Know

- We provide a place free of discrimination
- You can be who you are
- We celebrate and support differences
- You have an ability to request access to your records

### Responsibilities

- Be an equal partner in developing your service plan
- Work as a team with your SLCS worker(s)
- Be respectful of the rights and property of other program participants and staff
- Do not use alcohol, drugs and cigarettes in the presence of staff
- Attend appointments/programs as scheduled

### What to do if I have feedback to give or a Complaint

Program participants wishing to provide feedback or make a complaint are assisted to do so in the most direct manner and level required to reach resolution. It may include:

- Speaking directly to your worker
- Asking to meet with your worker and their Program Manager (you could be asked to put your feedback/complaint in writing)
- Asking to meet with your worker, their Program Manager and the Senior Director of Operations
- Asking to meet with your worker, their Program Manager, The Senior Director and the Executive Director
- Requesting to speak with the Chair of the Board of Directors
- Contacting the Ombudsman 1-800-263-1830 or [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)