



community **living** society



your
RIGHTS *and*

RESPONSIBILITIES

A Guide for Self-Advocates
on Understanding
Rights and Responsibilities



What's in this Booklet?

what are

RIGHTS

and

RESPONSIBILITIES



your

RIGHTS

and

RESPONSIBILITIES

at



your

RIGHTS

and

RESPONSIBILITIES

as a



Citizen



what are **RIGHTS** and **RESPONSIBILITIES** ?

Rights and Responsibilities help make our communities better.

Rights are freedoms you have that are protected by our law.

They include:

- the things you have the freedom to do to live a good life, and
- the things others cannot do to you.

Responsibilities are duties or things that you should do that help things work better for you and for everyone in your community.



Rights are things you have the freedom to do.

For example, you have the **RIGHT TO CHOOSE:**



YOU DECIDE!

Rights are things other people cannot do to you.

You have the **RIGHT TO BE SAFE** from bad things and to get help if others do bad things to you, like:



Punch, hit, slap you or treat you roughly.



Take things from you without your permission.



Make fun of you or make you afraid of what they might do to you.

Responsibilities

If we all want to live in a community where we feel safe and can enjoy the life we want to live, we all have to do our part to help make that happen.

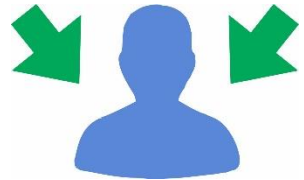
We do this by

TAKING RESPONSIBILITY FOR OUR ACTIONS

and helping other people feel safe so they can enjoy their lives.

You have:

- **Responsibilities to Yourself** - The things you need to do to help you live the life you want and be healthy and safe.



- **Responsibilities to Your Community** - The things you need to do to support your community to be a healthy and safe place for everyone.



your

RIGHTS

and

RESPONSIBILITIES

at



At CLS, you can count on our staff and others, who support you in our services, to make sure your rights are protected.



We make sure they have the things they need to be able to support your rights like:

We make sure staff understand your rights and how to support them.



We make sure staff agree to and sign our **code of ethics** to protect your rights.

We do this every year.



We also make sure you know the steps you can follow if you feel your rights are not being supported in your service with us.



What are the Rights you can count on at CLS?

You have the right to make your own choices.

YOU DECIDE:

- What services you want from us.
- Who you want to help you make decisions, and be at meetings about you.
- What goals you want to work on.
- How you want to plan your goals.
- What support you want from us to work on your goals and your preferences about who will support you.

**YOU
MAKE
YOUR
OWN
CHOICES**

**INFORMED
CHOICE**

We will make sure to support your right to have the information that you need in lots of time and in the ways that work best for you. We do this so you understand and feel comfortable and ready to make good choices for yourself.

You have the right to be free from any kind of abuse and be safe in your services.



Physical abuse is when someone hurts any part of your body like slapping, punching, pushing, or beating you or even touching you in a rough way. It also happens when someone, who is responsible for your care, refuses to give you medicine that you should take, or gives you medicine that you should not be taking.



Financial abuse is when someone takes your money or things that are yours by tricking you, stealing from you or forcing you to give them something.



Neglect is a type of abuse. It is when someone, who is responsible for your care, ignores or does not help you to meet your needs. This affects your health, your safety, or your well-being. It can also be things like not assisting you to be in community if you can't get there on your own or not helping you get food that you can eat if you require special foods or supplements.



Verbal/Emotional abuse is when someone calls you names, yells at you or speaks to you in a way that scares or threatens you. You may feel afraid of them or lonely and ignored.

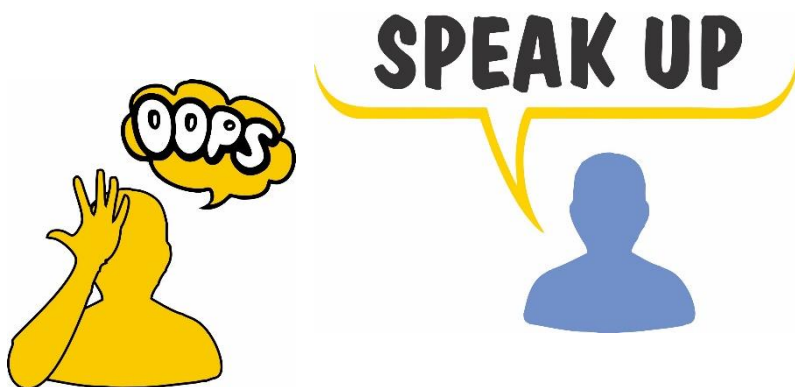


Humiliation is when someone insults or says or does something that makes you feel foolish or stupid. This kind of abuse may make you feel as if you are being treated like a child.

No!

Sexual abuse is when someone forces any kind of sexual activity that you do not want. It can also include touching your private parts, making sexual comments, showing you sexual pictures, showing you or getting you to touch their private parts, or looking at your naked body when that is not part of their job.

You have the right to speak up and to make mistakes without being afraid people will be mad at you or be mean to you.



At CLS, you have the freedom to express yourself and to know people will listen and not retaliate (get back at you) if they don't like what you have to say.

You have the right to be treated with dignity and respect.



You have the right to have information about you or any pictures or recordings we take of you kept private. We need to get your permission to share any of these with the people you choose.



We keep all your information in password protected or locked files. We get you to sign consent (agree) to share information.

You have the right to see any information about you that we have added to our records in the services you use at CLS.

You can make a request to see your records and staff will help you see them.



You have the right to

PRIVACY



If CLS supports your home life, this might be a place to be alone or entertain your visitors away from staff or other household members.

In any of our services, it might be private space to talk with staff about personal things or to be away from others to have some 'alone' time.

You have the right to get our help to make sure your services meet your needs.

This means you have the right to:

- Receive the support that fits your needs, even if your needs change.
- Ask for a change when you don't like something or have the chance to choose something new or different.
- Have regular times with your CPS support team to review your services to make sure they are working for you.
- Get help to remove the things that are stopping you from getting what you need like any equipment or special help to help you meet your goals.
- Get help to make sure our services work well with other services and supports you are using and that they are all working well for you.

**IT'S OK
TO ASK
for
HELP**



You have the right to have help from others to make sure your rights at CLS are respected.



You have the right to advocate for service quality.

You have the right to an advocate.

You have the right to self-help or support groups.

You have the right to choose if you want to participate in research.

CLS is always trying to make sure our services work for people. Sometimes, we might decide to do research to help us answer questions about something. For example, we might want to find out about how we can help people be more connected in community. We might invite you and others using our services to share your stories to help us learn more.



We will make sure we provide you with

- Information about what the research is about.
- Answer your questions.
- Give you time to talk with others.

Then you can decide if you want to be a part of the research.

If you choose to participate in the research with CLS, we promise that we will follow the rules (called research guidelines and ethics) that keep you and the information you share with us safe and confidential.

Information will be kept
CONFIDENTIAL

What to do if you feel we are not supporting your rights.



You have the right to bring your concerns to us without any fear that we will get mad or make things hard for you.

**No!
FEAR**



You have the right to have your concerns treated seriously, investigated to find out what the issues are, and sorted out with you.

We have clear steps we follow to make sure your concern is handled fairly. We provide you a copy of these steps and will help you follow them if you are not satisfied with our solutions.

Most Important: You need to TELL US.

We want to learn how to make sure our services work for you and that your rights are protected.

Steps you can take to make sure your complaints are heard, and action is taken.



STEP 1: Start by talking with CLS staff to see if you can sort your concerns together.

STEP 2: Ask to have your complaint written to make it FORMAL. It will then go to the Program Leader.

STEP 3: Your complaint will go to the Program Director. If not resolved, then:

STEP 4: Your complaint will go to the Chief Operating Officer. If not resolved, then:

STEP 5: Your complaint will go to the Chief Executive Officer. If we can't find a solution to your concerns at Step 5, then we will help you take your concerns to your funder or the BC Advocate for Service Quality.

At each step, you will hear back from us in 5 working days. We will make sure we talk with you and give you our decisions in writing at each step so you can talk with your family and friends about them and get the support you need if the decision doesn't work for you.

You have the right to have an ADVOCATE of your choice to help you to bring your complaint to CLS. You also have the right, at any step, to take your concern to other organizations outside of CLS, like the government agency that funds your services or the BC Advocate for Service Quality. We can supply you with contact information for them.

Our Promise to you

**IT'S OK
TO ASK
for
HELP**

We will **HELP YOU** to know your rights and how to enjoy these rights in your life.

**WE LISTEN
WITH** 
RESPECT

We will **LISTEN CAREFULLY** to your concerns if you feel your rights are not being supported.

Your feedback will be used to
TAKE ACTION
to make things better

We will use your feedback to **TAKE ACTION** to try to fix your concerns to make things better for you and to help other people using our services also have better service.

YOUR RESPONSIBILITIES AT CLS

Your Responsibilities to Yourself



PLANNING



Take an active part

in planning with us so we know what you want in your life and how we can support you.

Help us learn about you

what you like and what you are good at and what brings you joy.

Try new things

be willing to step out of your comfort zone with our support so you can get clearer about what you want to make happen in your life to have the life you want.



Let CLS staff know if there are things that are stopping you from getting what you need to help you achieve your goals.

Let us know who you want to include in your planning and who can help you make decisions about your services so we can be sure to include them in our planning with you.

Let CLS staff know if you will not be participating in our services as scheduled – it can affect your service funding.

Let someone you trust know if you have any concerns about your health, safety, or any part of your life.

Your Responsibilities to Others

Doing your part to make a safe and healthy community for everyone at CLS.



Respect others the way you want to be respected:

- Their personal belongings
- Their right to privacy
- Their feelings
- Their personal information
- Their right to be safe from your actions
- Their choices



MY RIGHTS

=



the RIGHTS of OTHERS

Sometimes it might feel hard to deal with things that happen between you and others at CLS or in the community. You might feel:



Sick or Tired



Angry



Frustrated



Scared



Sad or Upset



Need a break

It is important that you **TAKE RESPONSIBILITY** to get help from staff or other support people so you can make sure you don't do anything to make you, or others feel unsafe when you are having big emotions.

**IT'S OK
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your **RIGHTS** *and* **RESPONSIBILITIES** as a *Citizen*

"Rights are the rules that help make people equal. You are entitled to the same rights under the law as everyone else because you are a person and a citizen. Some rights are there when you are born. These are often called Human Rights because every human being has them. Some rights are yours when you become old enough. Some rights are yours because you live in Canada. There are laws to help make sure no one takes away your rights. Rights, which are upheld by law, make sure no one takes away your Rights. Rights that are upheld by law are known as legal rights."

People First Canada

PEOPLE
FIRST
of CANADA



PERSONNES
D'ABORD
du CANADA



YOUR RIGHTS AS A CITIZEN

Right to Life, Liberty and Personal Security

You have the right to live, and to live in freedom and safety.



Freedom from Discrimination

You have the right to feel safe in your daily life. You should not be treated differently because of your race, your beliefs, your abilities, your gender, or your social status.



If you feel that you are being discriminated against, **you have the right** to let the government know and they will take action to make you feel safe.



Right to Equality

You have the right to be treated equally to everyone else, no matter your gender, social status, colour, beliefs, abilities, or marital status.



- To have and show your feelings and opinions.
- To be included in community and to be able to contribute your skills.
- To choose your own friends.
- To marry or to have a special relationship.
- To have children.
- To get a job.
- To vote.



Right to Privacy

You have the right to privacy at home, with family and personal communications. When you are having private conversations with people in your life, you have the right to those conversations being kept private.



Right to Adequate Living Standards

Everyone has the right to live in a safe place. If you feel your home is not safe, you are able to let your government know.





YOUR RESPONSIBILITIES AS A CITIZEN

Obeying the Law

Laws in Canada protect your rights. To protect the rights of everyone in your community and our country, you must follow the laws too. These are the rules we all need to follow to have a good life in community – to feel safe and welcomed.



Taking Responsibility for yourself

This means taking care of yourself. It might mean getting a job or accessing benefits to help cover your costs of living. It means making sure you look after your health, keeping yourself safe, and getting the support you need to enjoy life in your community.





Serving on a jury

You may be asked to be part of a jury for someone who has been in trouble with the law. A jury helps the court decide what to do. If you get a request in the mail to be part of a jury, make sure to talk with people in your personal network to help you fill in the form. This will help the court to decide if you are a good fit to be on a jury.

Voting in Elections

Your right to vote comes with a responsibility to vote in the elections that happen in your community. Make sure you learn about the people you can vote for so you can decide whose name you will choose on the ballot when you vote.



Helping others in the community

Giving your time to help others without pay makes your community a good place to be. You might help seniors, assist at a school, or volunteer at a food bank or other charity. Volunteering can be a good way to gain useful skills and develop friends.





Looking after and enjoying our heritage and environment

We all want to have healthy and safe places to live where we can be proud of and happy to share who we are as Canadians. As a citizen, you have a responsibility to look after these things. You can do this by recycling instead of throwing everything in the garbage, keeping the outdoors clean by cleaning up after yourself, and using less of our resources like paper so we don't have to cut down as many trees.





If you have any questions or concerns about your rights,
be sure to talk with the staff at CLS.

You can also call the Administration Centre at
604-523-0303