

## Statement of Rights for People Seeking Service

### 1. You have the right to feel and be safe

- a. We will do our best to make sure that you feel safe when we are working together.
- b. You have the right to tell us when you do not feel safe. We will listen to you.
- c. We have a zero-tolerance policy on abuse. This means that we will not harm you. If you tell us that someone has harmed you, we will do something to help you.
- d. We will not harass you or expose you to violence. If you feel that anyone of our staff or volunteers have harassed you or have been violent against you, please contact us at [hr@contacthamilton.ca](mailto:hr@contacthamilton.ca) and we will investigate it.

### 2. You have the right to get services in a way that works for you

- a. You can choose where you would like us to provide our service to you. This could be your home, our office, or somewhere else you choose, such as a place where you are already getting support.
- b. You are welcome to bring someone to the meeting for support. If you are younger than 16, your parent or guardian must come with you.
- c. We will work with you to make sure that you understand what is happening.
- d. We will welcome your questions and answer them.
- e. *Vous pouvez recevoir vos services en français de nous ; faites le nous savoir.*
- f. Our office space is accessible.

### 3. You have the right to be treated with respect

- a. You are the most important person and we will treat you that way. We will follow an Employee Code of Conduct.
- b. We will work together. You will be part of all meetings and decisions. You can choose how much you want to take part. We will listen to you. We want to know what you think.

- c. Just as you have the right to be treated with respect, you also have the responsibility to treat others with respect. We have a Code of Conduct for Consumers and Stakeholders that must be followed. It is available on our website: <https://www.contacthamilton.ca>

#### **4. You have the right to privacy**

- a. We will keep your information private. We will only share your information with other people or services if you give your permission.
- b. We will protect your information and keep it in a private place where no one can take it or look at it that is not supposed to.
- c. If anyone sees your information that should not (this is called a privacy breach), we will tell you about it and what we are doing about it. We will do our very best to make sure that it doesn't happen again.
- d. When we meet, we will meet in a place that protects your privacy.
- e. There are some rules and laws about the kinds of information that we cannot keep just between us. This is to help keep you safe. If you tell us about any abuse or if we think any abuse is happening, we must report it to the police. If you are younger than 16, we must call the Children's Aid Society.

#### **5. You have the right to make your own decisions**

- a. We will tell you about services and supports that we think may be helpful to you. You can say "yes" or "no". We will respect your choices. If you still need your parent's or guardian's permission, they will make the final decision.
- b. You have the right to have all the information you need to make a good choice.
- c. Some people need the help of others to make decisions. You have the right to talk to someone you know and trust who can help you think about your choices.

#### **6. You have the right to be a part of your community**

- a. You have the right to find things you like to do and to take part in community life. We will tell you about things you might enjoy.
- b. You have the right to your hopes and dreams and goals. We will tell you about services and supports that can help you reach your goals.