

# KNOW YOUR RIGHTS AND RESPONSIBILITIES

## **You have the RIGHT to Confidentiality:**

You can keep information and things about yourself private and safe. This includes information like your name, where you live, what medication you take, or any information that you don't want other people to know.

## **You have the RIGHT to Privacy:**

This can mean spending time alone or not sharing thoughts or feeling with other people if you don't want to. Having privacy means having spaces that are just for you-like your bedroom or the bathroom.

## **You have the RIGHT to access information:**

You have the right to access information. This information includes any information Care keeps that is about you and things you need to know to make decisions about the help you receive. Some decisions need to be made by a certain time, you have the right to get all the information you need early enough so that you can make those decisions on time.

## **You have the RIGHT to say "Yes" and "No" and to tell staff what you would like or not like when it comes to:**

- Service Delivery: how people help you or what help you get;
- Release of information: what information Care allows other agencies or people to know about you;
- Concurrent Services: any additional help you might be receiving;
- Composition of delivery team: who is helping you (our staff); and
- Involvement in Research Projects: sometimes organizations collect information to better help others or to better understand something-you can choose to share your information or not. If you decide to be a part of a Research Project, there are rules that researchers need to follow to make sure you are treated with respect and dignity and that nothing bad happens to you.

## **You have the RIGHT to get or receive help getting additional (more) services, as well. These services include:**

- Legal entities: People who can speak for you or help you in situations that involve the law;
- Self-help Support Services: Services that give you information or teach you new skills so that you can improve the quality of your own life.
- Advocacy Support Services: People who help ensure that certain groups of people receive the same rights that others

## **Having rights also means there are things that other people can't do to you. You have the RIGHT to be free from:**

- Abuse: People can't hurt you. Abuse can take many forms and can include being hurt physically, mentally, or emotionally.
- Financial or Other Exploitation: People can't pressure you into giving them money, gifts, favours, or free work. Being exploited means someone is benefitting from you having less or doing work that they should be paying you for. Retaliation: Sometimes people might get upset or angry at you. However, that does not mean that they can, in turn, do something to hurt you because of their feelings.
- Humiliation: Everyone has the right to feel good about themselves and take pride in who they are. Others do not have the right to make you feel like you're not as good as others around you using either actions or words to embarrass you.
- Neglect: Others do not have the right to prevent you from getting, or to refuse to give you, the help, care, support, and attention that you need.

## **Some of your RESPONSIBILITIES are:**

- To work with staff on goals
- To take part and tell the people at your meeting what you would like
- To tell your worker or Program Manager if you are unhappy with how they are helping you
- To treat others like you want to be treated
- To tell your worker if you are going to cancel your appointment or be away on vacation
- To pay for anything of your Support Worker's that you break
- To pay for mileage

