

A-25.1 RIGHTS, RESPONSIBILITIES AND APPEAL PROCESS FOR PERSONS AND FAMILIES SERVED

POLICY: Staff, volunteers and contractors will uphold the rights of persons and families served.

Rights of Persons Served:

As a person served I have the right to:

1. Professional, dignified and effective service

1. be treated with dignity and respect
2. receive fair and honest supports within services that are meaningful to me
3. have supports and services (programs) fully explained to me in a way that I can understand
4. receive ethical and effective supports and services that focus on me and help me to reach my goals

2. Inclusion

1. participate in inclusive activities with peers
2. support to enhance my full citizenship

3. Make choices and decisions based on what is important to me

1. have a say even if I need help making decisions
2. be present at and be a leader in planning meetings about me
3. look at my records and information about me
4. be given information with enough time to make decisions concerning my service and support
5. give informed consent or refusal, and make choices in the areas of service delivery, release of information, receiving more than one service at a time, and the make-up of my service delivery team
6. access to or referral to, legal entities for appropriate representation, self-help support and advocacy support services.
7. decide to stop using a service
8. have research and ethical guidelines followed if I choose to participate in research
9. be supported throughout entrance and exit transitions

4. Speak up and be listened to

1. give my opinions and show my feelings
2. ask for the help that I want and refuse the help that I do not want
3. ask questions about decisions that impact my rights
4. file an appeal if I believe my rights have been violated (see appeal process)
5. disagree with people and say “no” without fear
6. have people make a genuine effort to understand me

7. be guaranteed the rights and freedoms under the Canadian Charter of Rights and Freedoms

5. Privacy

1. spend time on my own, if I want
2. have people get my permission, or refuse to let people go into my personal belongings or space
3. use the telephone, email and mail, with or without help, as I choose
4. have my personal information kept private and my confidentiality maintained

6. Safety and protection

1. be safe when accessing MACL services
2. be free from abuse, neglect and humiliation
3. be free from financial or other exploitation
4. be free from retaliation
5. be informed about my health, safety and security
6. choose to take reasonable risks or chances

7. Family/Person Centred Services

1. the honouring of my racial, ethnic, cultural and socio-economic status and diversity of family
2. recognition of strengths and individuality, and respect for different methods of coping and functioning
3. have information shared with my family, as appropriate or desired, on a continuing basis and in a supportive manner, complete and unbiased
4. be treated as a person first and then as a person who requires support

Responsibilities of Persons Served:

I also know that everyone else has the same rights, so I should:

1. respect other people's rights and confidentiality
2. treat other people with dignity and respect
3. be a responsible decision-maker

FORMAL COMPLAINT PROCESS:

It is the right of every person and family served to formally complain about their service; including making complaint about decisions or actions that affect their rights. Formal complaints will not result in retaliation or barriers to service.

STEP	COMPLAINT LEVEL:	TO:	RESPONSE TIME:
1	Program Level	Program Supervisor	10 days
2	Service Level	Program Director	10 days
3	Administrative Level	Executive Director	10 days
4	Association/Board Level	Board or Designate	30 days

When making a formal complaint to MACL about your MACL service(s)

- You have the right to choose your own representative to help you present your complaint. This representative should not be an employee of MACL. If you need help finding a representative, advocacy support services or legal representation, MACL will refer you to someone who can help.
- You must make certain that all of the facts of the situation you expect to be resolved are presented as accurately and completely as you know them to be.
- Unless you are complaining about the Program Supervisor or a Director, your complaint should be made at Step 1 (see above).
- You may be required to submit your complaint in writing.
- You can expect that follow-up and review of decisions or possible solutions will be given to you in writing and in a timely manner at each step. If the response provided at any step is not satisfactory, you may take your complaint to the next step. Additionally, MACL conducts an annual analysis of formal complaints, including all complaints that had written follow-up. This review helps MACL to see if there are systems that need to be changed so that people are more satisfied with their service experience.
- Step 4 is the last step at MACL. If your complaint is not resolved at Step 4 then you can take the complaint to the external agency that funds or regulates your service.

External Agencies that fund or regulate MACL, or have an advocacy role:

For adult services: MACL's adult services are funded by Community Living BC (CLBC), you may follow the Complaints Process for CLBC. Information outlining this process is included in your orientation package and it is available on-line at www.communitylivingbc.ca You may also reach them by telephone or mail at:

Community Living British Columbia
Suite 700-1200 West 73rd Avenue
Vancouver, B.C. V6P 6G5

Telephone: (604) 664-0101
1-877-660-2522 Toll Free

For children's services: MACL's family and children services are funded by the Ministry of Children and Family Development (MCFD), you may follow the Complaints Process for MCFD. Information outlining this process is included in your orientation package and it is available on-line at www.gov.bc.ca You may also reach them by telephone or mail at:

Ministry of Children & Family Development – Coast Fraser Region
Suite 201-7364 Horne Street
Mission, B.C. V2K 1K4

Telephone: (604) 820-4300
1-877-387-7027 Toll Free

For Group Homes/Preschool: If there is a concern regarding the health safety and well-being of a child or adult in our licensed programs (Residential homes and Preschool) and the concern has already been addressed with the facility manager and feel the response is not adequate you can contact community care licensing and make a complaint. <http://www.health.gov.bc.ca/ccf/complaints.html>

Toll-free 1 800 663-7867 and ask to be connected to your health authority's Community Care Licensing Office in Abbotsford: 604-870-6000 or Mission: 604-814-5515.

For adults with developmental disabilities and transitioning youth up to 23 years of age with special needs and their families who could benefit from the intervention of someone working independently of the MHSD and CLBC:

Representative for Children & Youth <https://www.rcybc.ca/>

Toll Free Phone: 1-800-476-3933

Mailing Address:

150 - 4664 Lougheed Highway
Burnaby, V5C 5T5

Advocate for Service Quality <http://www.eia.gov.bc.ca/advocate/>

Toll Free Phone: 1-800-663-7867 (Enquiry BC and ask them to transfer you to Office of the Advocate for Service Quality's office at 604 775-1238)

Phone: 604 775-1238

Mailing Address:

Suite 820 - 999 West Broadway
Vancouver, BC V5Z 1K5