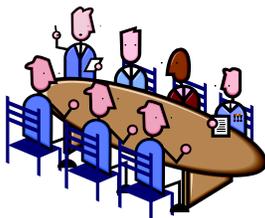


Rights and Responsibilities



Consumer Rights

As a consumer of services, I have the Right to:

To Be Treated The Same as Any Other Person

Take care of my own money. 

Have a safe home, good food, and nice clothes. 

Be able to say who I want or don't want involved in my life.

Be included in decisions (choices) about my life. 

Go out and have fun.

Have personal/intimate relationships. 

Be treated with respect (nicely and not teased or bullied).

Take chances (risks) once I know what might happen.



To Privacy

Have my own personal space.



Have privacy when I am being helped with personal care.

Have all of my personal records kept in a locked place.



Give consent (say it is okay) before personal information about myself is given to others.



Spend time alone if I want to.



Have privacy when I'm talking with someone or when reading my mail.

Have personal things that I can do what I want with.

Have people knock on my door before they enter.



To Accessibility



Be part of and get services in my community (health care, residential, employment, recreational).

Live in an accessible home.

Get around in my community easily
(for example: ramps, curb cuts).



Go to school and get the training if I want to
learn new things.



Have access to things that will help me to get around and/or
communicate (adaptive equipment).

Have things explained to me and written
in a way that helps me understand.

Have access to different types of
transportation (cars, vans, busses, or
Handidart).



To see what information is being kept about me.

To Health and Safety

Feel safe in my home and when I am out in the community.



Be informed of a medical condition, and treatment options.



Be provided with good health care.

Have things explained to me so that I am able to understand.

Be able to take someone with me to my appointments if I want to.

Eat nutritional meals.



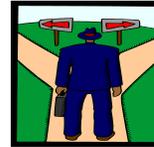
Be safe from every type of abuse (financial, emotional, sexual, physical).

To Services

Have staff who are trained.

Take part in decisions concerning my programs.

Be offered choices when participating in programs and activities.



Decide which recreational activities to do and not to do and have help if I want or need it.



Take part in the community through paid work or volunteer services.

To Speak Up For Myself and To Be Listened To

To show my feelings.

To say "NO".



To have people listen to me when I talk.

To stand up for my rights.

To be treated with respect (nicely) even if I say I am not happy about something.

To Supports

Be told who is in charge of and is providing me with support in each area (government and other services).



Get help, if I need it, with things like finding a place to live, money skills, and learning new things.

Have staff and other supporters (like my family and friends) who are helpful and treat me nicely (kind, polite and with respect).

Have an advocate respond to my needs and preferences (choices).

Have staff who know my needs, strengths, and wants.

Hear good things, not just bad things, about myself from supporters (family, friends, staff).

Have enough money from the government to buy the services and support I need.



Get help from others with taking care of my money, if I need it.

Have a say even if I need help making decisions.

Make Choices and Decisions In My Life

Be given enough information to help me decide (make an informed choice).

Have options (choices) to make changes in my living arrangements.

Decide how I plan for my future (what goals I set and what I want to talk about when I plan).



Decide what I do with my own things.

Decide who comes into my home.

Be independent from caregivers, staff and parents.

Decide what friends to be with, where to work, where to worship (if I choose to).

Receive support to try out new or different things.

Change my mind when I am trying new things.

Ask for help when I need it.



Make mistakes.

Decide to stop using a service.

Right to Information and to Freedom of Expression

Be informed of issues affecting me.



Be told what I need to do if I have a complaint.

Express my needs, feelings or complaints about things.

Have someone get back to me about my concerns.

Have access to any law, rule or policy affecting the operation of the North Shore ConneXions Society.



Have information available in different types of communication.



Laws that protect me (like the Canadian Charter of Rights and Freedoms)

Not be treated differently (discriminated against) for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability.

Get fair wages.

Get the same things as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave).

Get the same medical services and care as other people.

Consumer Responsibilities

As a consumer of services, I have a responsibility to:

Take part in planning for my life.



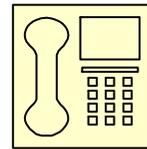
Let someone know if I am not happy with the services I receive.



Let staff know if my personal information changes (address, phone number, medications).

Let staff know of any health and safety concerns that I have.

Call ahead if I need to cancel an appointment or if I will be late.



Let the Society know how I feel about the programs that I am part of.

Carry emergency identification (such as B.C.I.D.)



Ask for services and supports that I need.

Be respectful of others.



If you need help to understand your rights ask someone to help you, or contact:

North Shore ConneXions Society
Self-Advocate Committee
1095 Churchill Crescent
North Vancouver, B.C. V7P 1M3

(604) 904-0842
the.summit@shaw.ca

Inclusion BC (formerly BCACL)
B.C Self Advocacy Foundation
227 6th Street
New Westminster, B. C. V3L 3A5

(604) 779-9100
www.inclusionBC.org

Disability Alliance B.C. (formerly B.C Coalition for People with Disabilities)
204 – 456 West Broadway
Vancouver, B.C. V5Y 1R3

(604) 872-1278
www.disabilityalliancebc.org

Advocate for Service Quality
#820 – 999 West Broadway
Vancouver, B.C. V5Z 1K5

(604) 775-1238
www.hsd.gov.bc.ca/advoacte/#how

This booklet is available in different formats upon request. Call (604) 984-9321