



CLIENT RIGHTS & RESPONSIBILITIES

Every person who receives care from Knowles Centre has RIGHTS, in addition to their basic human rights. Rights are what one should have or be able to do in order to survive, thrive, and meet their full potential. No one can take them away.

MY RIGHTS AS A CLIENT AT KNOWLES CENTRE:

TO HELP DECIDE WHAT IS BEST FOR ME.

That means I am involved in setting my treatment or progress plans, and sharing opinions about my care.

TO LIVE IN A SAFE AND NURTURING ENVIRONMENT WHERE I RECEIVE FOOD, CLOTHING, SHELTER, HEALTHCARE, AND SUPERVISION.

Whether I live with Knowles Centre or my family or a foster family in the community, adults will make sure that it is the right place for me to be.

TO RECEIVE ASSISTANCE IF I AM ILL, OR HAVE BEEN HURT, NEGLECTED OR MISTREATED.

That means I will receive physical and emotional care and support when it is needed.

TO BE FREE FROM SEXUAL, PHYSICAL OR EMOTIONAL ABUSE, OR EXPLOITATION.

No one should be able to hurt me or take advantage of me. Knowles Centre will do its best to help me, even when I might not see it is the right thing for me.

TO PROTECT ME FROM HARMFUL DRUGS AND FROM THE DRUG TRADE.

Sometimes others want to control me with drugs, or the drugs begin to control me through addiction. Knowles Centre will do its best to help me reduce harm to me by drugs.

KNOW YOUR RIGHTS

TO HAVE ACCESS TO RECREATION.

Time for fun and enjoyment is an important aspect of a good life.

TO PRACTICE MY OWN CULTURE, LANGUAGE AND RELIGION, AND TO EXPRESS MY SEXUAL ORIENTATION IN A WAY THAT IS FREE FROM DISCRIMINATION.

I am the best I can be when I am free to be myself without worrying what other people think or do.

TO HAVE ACCESS TO QUALITY EDUCATION THAT WILL HELP ME TO DEVELOP MY TALENTS, ABILITIES AND POTENTIAL.

Canada has one of the best education systems in the world. Knowles Centre will work with me and my school to take advantage of it.

TO KNOW WHAT INFORMATION IS BEING KEPT ABOUT ME, AND HOW IT IS COLLECTED, USED AND DISCLOSED.

Staff should explain what is happening with information about me and how I can view my personal file.

TO HAVE PRIVACY REGARDING MY BODY, MY PERSONAL SPACE, AND MY COMMUNICATIONS.

No one should touch me, go into my space, read my mail or listen to my phone calls without my permission or knowledge. At times, staff may restrain me, search for dangerous items in my space, or monitor my communications for my own safety or to follow the law. I will be told when this may happen or be advised if it has happened in my absence.

TO BE GIVEN CONSEQUENCES FOR MY ACTIONS IN A FAIR AND DIGNIFIED MANNER.

At Knowles Centre, consequences are a response of an action by a client. Consequences for clients are used to encourage better choices in the future. Consequences for negative behaviour should never be degrading, humiliating, cruel, or imposed for the misbehaviour of others.

SPEAK UP!

TO SPEAK UP OR ASK "WHY?" AND RECEIVE ANSWERS.

I can speak to a staff member without worrying about reprisals. If I still have a concern, I can grieve the actions of a staff member, or the policies and procedures that govern Knowles Centre.

TO HAVE ACCESS TO LEGAL HELP AND FAIR TREATMENT IN THE JUSTICE AND CHILD WELFARE SYSTEMS.

I can contact my social worker, the Office of the Children's Advocate, or a lawyer, if needed.

TO FORM MY OWN THOUGHTS AND OPINIONS, AND TO SHARE THEM BY TALKING, DRAWING, WRITING OR IN ANY OTHER WAY UNLESS IT HARMS OR OFFENDS THE DIGNITY OF OTHERS.

My mind is the most personal part of me and makes me who I am. I am allowed to express myself, or to keep my thoughts private, as long as I am not hurting others.

MY RESPONSIBILITIES:

TO MAKE SAFE AND HEALTHY CHOICES FOR MYSELF.

TO RESPECT THE RIGHTS OF OTHERS.

TO PARTICIPATE IN MY TREATMENT PLANS AND GOALS.

TO RESPECT KNOWLES CENTRE PROPERTY AND HELP MAINTAIN THE SPACE I USE.

TO TAKE CARE OF MY OWN BELONGINGS.

TO FOLLOW THE RULES OF THE PROGRAM THAT I AM IN.

TO ACCEPT RESPONSIBILITY FOR MY ACTIONS.