



Child and Youth Mental Health
& Youth Justice Services

Services de soutien en santé
mentale pour les enfants et les
jeunes et de justice pour la jeunesse

Bill of Client Rights

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Associated Youth Services of Peel

Bill of Client Rights

The Bill of Client Rights has been developed to declare and promote the dignity and worth of all individuals who use the services of Associated Youth Services of Peel (AYSP). The Bill of Client Rights expresses the truth that clients are first and foremost human beings with the same rights as every Canadian. The Bill of Client Rights is intended to emphasize the rights of clients rather than organizational convenience.

Every client has the right to be provided with a written copy of, and assistance in understanding, the Bill of Client Rights which will be made available at AYSPP's main entrances and wherever clients receive services.

Our Vision

Children, youth and families living lives of possibilities.

Our Mission

Support and empower children, youth and families, enabling them to navigate their path to the future.

Our Values

COMMUNITY: Offering a sense of belonging for all

- We build meaningful connections to best understand clients and their world
- Our approach helps clients succeed where they live, play, learn and work
- We proudly provide services free of charge to the residents of our service communities

COMPASSION: Incorporating empathy as we find the best way forward

- We meet people where they are at
- We provide solutions, not labels
- We hold ourselves and other accountable

COLLABORATION: Partnering with others to ensure clients get what they need

- We are committed to finding optimal solutions
- We actively work with all those who can positively contribute
- We embrace different ideas to create the best possible outcome
- We deliver on our promise

RESPECT: Valuing who you are right now

- We appreciate people for their true selves
- We believe situations do not define the person
- All are welcomed, honoured and celebrated

GROWTH: Unleashing the full potential of others

- We create opportunities for clients to develop
- We offer counselling and support in a strength-based environment
- We equip clients with skills to navigate barriers

KNOWLEDGE: Empowering others through information

- We openly share our expertise
- We are transparent with all our communication
- Our practices are evidence-based and evidence-informed

Right to be Treated with Respect

Every client:

1. Is a person first and has the right to be treated with respect.
2. Has the right to be treated in a respectful manner, regardless of their race, culture, colour, religion, sex, age, mental or physical ability, class/economic position, sexual orientation, gender identity, diagnosis, or legal status.
3. Has the right to have their privacy respected.
4. Has the right to respect of their needs, wishes, values, beliefs and experience.

Right to Freedom from Harm

Every client:

1. Has the right to a safe environment while a client at AYSP.
2. Has the right to be free from physical, sexual, verbal, emotional and financial abuse. AYSP will use its best efforts to protect clients from harm. AYSP will assist clients who experience abuse.
3. Has the right to be free of discrimination, harassment, retribution, punishment and exploitation.
4. Has the right to service based on support and well-being.

Right to Dignity and Independence

Every client:

1. Has the right to have services provided in a manner that respects the dignity, independence and self-determination of the individual.
2. Has the right to confidentiality regarding personal information and records.
3. Has the right to exercise religious and spiritual observances, rituals, customs and dress.
4. Has the right to all freedoms in accordance with the law.

Right to Effective Communication

Every client:

1. Has the right to effective communication in a form, language, and manner that assists the client to understand the information provided. Where necessary, this includes the right to a competent interpreter.
2. Has the right to an environment that enables both the client and service provider to communicate openly, honestly and effectively.

Right to Quality Services that Comply with Standards

Every client:

1. Has the right to have services provided in a manner that complies with legal, professional, ethical, and other relevant standards.
2. Has the right to identify their own needs, to have those needs form the basis of the development of a plan for services, and to have services provided in accordance with that plan.
3. Has the right to fair and equitable access to a range of services.
4. Has the right to have their client file contain only relevant and useful information, and avoid unfounded conclusion, prejudice, value judgments and labeling.
5. Has the right to co-operation and collaboration among service providers to ensure quality and continuity of client-centred care.
6. Has the right to be informed of the name and staff title of those providing services to them, to express a preference and to have that preference considered.
7. Has the right to participate in creating an individualized, plan of support and service; consent to it; receive a copy of it.
8. Has the right to be involved in their discharge planning, and to have access to information about various support options available in the community.

Right to be Fully Informed

Every client:

1. Has the right to be informed of their rights in this Bill of Client Rights.
2. Has the right to honest and accurate answers to questions relating to services.
3. Has the right to view their own client file without undue difficulty.
4. Has the right to have their client file corrected or to add a statement of disagreement to it in accordance with the law.
5. Has the right to information requested about services and procedures relevant to being an AYSP client, such as rules, policies and rights that apply to them at AYSP, and to have access to them in writing.

Rights in Respect of Research or Teaching

Every client:

1. Has the right to decline involvement in research at any time and to know that declining participation will not affect their access service or future service provision.
2. Has the right to give informed consent to participate in research, including risks.
3. If a Research participant, has the right to be informed of what the research study is about, and the results of the research in summary form.
4. Has the right to be advised when students are involved and to decline student involvement in any part of their treatment.

Right to Privacy

Every client has the right to privacy.

Privacy Statement for Clients

What is personal information?

Information about you is considered personal information as long as it identifies you. Examples of information that identifies you is your name, address, email address, and telephone number.

Information that cannot be traced to you is anonymous. Removing personal identifiers such as your name or address from records makes the information anonymous and allows the data to be kept. This privacy statement does not apply to anonymous information.

Being responsible for your personal information

Associated Youth Services of Peel is responsible for ensuring your personal information is collected, accessed, used, disclosed, stored and disposed of in compliance with our privacy policy.

You will be made aware if any authorized third party is involved in the processing of your personal information. This third party will also be bounded by AYSP's Privacy Policy or one comparable. Third parties will be advised of expectation to follow applicable Privacy Policies.

Why we collect your personal information

We primarily collect your personal information to provide you with our services.

If we collect personal information for other reasons, we will explain those reasons to you at the time of collection.

Collecting your personal information

We inform you when we need to collect your personal information and how we will use it. We collect your information only with your consent or when required by law.

Providing us with your personal information is voluntary.

If we need to contact you and the contact information we have on file is out-of-date, we may seek your new contact information.

The use and disclosure of your personal information

Your personal information is used only for the purposes for which it is collected.

Your personal information is not disclosed to anyone for purposes other than the ones for which it was collected, except as required by law.

We work with anonymous information whenever possible.

Retaining your personal information

We keep your personal information in physical and/or electronic formats. This includes correspondences through email. Personal information in electronic form is kept indefinitely, unless otherwise specified. Where specified, we retain your information for only as long as it is necessary for the purpose for which it was collected, after which it is either destroyed or made anonymous.

Some of your information may have to be retained for a period of time that extends beyond your relationship with us, for example, when your information is required for safety reasons or by law.

Safeguarding your personal information

We protect your information with strict security measures. Our employees, volunteers and students are trained on the implementation of our privacy policy. They access only the personal information they need to fulfill their duties.

Accessing your personal information

You can access those pieces of personal information in our possession and request an account of their use and disclosure. We will respond within 30 days of the receipt of your written request. When AYSP receives such a request, it is the responsibility of AYSP to ensure the individual asking for it has the right to receive it.

Keeping your personal information current and complete

Please let your worker know of any updates to your personal information.

Right to Make an Informed Choice and/or Give Informed Consent to Participate in Service

1. No service shall be given without the client's consent, except in accordance with the law.
2. Consent must be for that particular service.
3. Consent can be withdrawn at any time.
4. Information about the service must be provided in writing on request. Every effort must be made to promote understanding and access to information about service.

Right to Complain

Every client has the right to make a complaint, access advocacy and to make suggestions and inquiries.

Associated Youth Services of Peel (AYSP) is committed to providing quality service to children, youth and families. As a part of this commitment, our complaint process is guided by the following principles:

1. Everyone has the right to be treated with dignity and respect.
2. Openness and respect for all traditions, cultures, values and beliefs.
3. The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint.
4. There will not be any negative consequences to anyone, including children, youth and families, as a result of making a complaint.
5. The confidentiality and privacy of individuals and families will be respected.
6. Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process.
7. All formal complaints will be responded to within a timely manner.
8. AYSP will work actively to resolve complaints.

Procedures:

1. The client has a right to complain or express a concern about the services they have received at AYSP, including complaints regarding breach of privacy.
2. The concern/complaint can be about a staff member, a volunteer, or a student.
3. The staff receiving the concern/complaint discusses with the complainant to determine what their issue is and what they would like to see done about it.
4. Whether or not the complainant wants to pursue the matter any further, they should be informed the issue will be brought to the attention of a Supervisor/Manager/Senior Manager, as applicable.
5. A concern/complaint may be made in person, by telephone/virtual and/or, in written/digital format.
6. Any complaints made in person or by telephone/virtual will be deemed as a *concern/informal complaint*.
7. Complaints submitted in writing/digitally will be deemed *formal complaints*.
8. The responsibility for handling any concerns/complaints about a staff performance issue rests with the Supervisor and/or Manager.
9. An acknowledgement of receipt of any formal complaints will be forwarded to the

complainant within ten (10) business days. A plan to resolve any such formal complaints will be forwarded to the complainant within thirty (30) business days of the initial complaint.

For further detailed information, please refer to the Complaint Policy and/or the Privacy Statement for Clients available on the AYSP Website.