

YOUR VOICE MATTERS

If you have feedback about the service you have received, we would like to hear it.

1. Discuss your concerns with your worker.
2. If that doesn't work for you, ask to speak to your worker's Manager.
3. If that doesn't work for you, ask to speak to the Senior Manager.
4. Still no resolution? Ask to speak with the Director of Service or Executive Director
5. If this still doesn't help, look at the other options listed below.

HAVE WE VIOLATED YOUR RIGHTS?

You may have a complaint about your rights being violated, the care you are receiving and/or how we are supporting you. If we have violated your rights, we want to make sure it doesn't happen again. Your voice helps make change. You will not experience any negative consequences if you make a complaint.

- 1 You or someone on your behalf can complain directly by speaking to a worker, a care provider or putting your concerns in writing.
- 2 When we receive the complaint, we will make sure you are safe and supported by someone who is not the reason for your complaint.
- 3 Within 7 days of receiving your complaint, we will gather more information and provide support to the person who made the complaint (as long as you give permission), to you and your support person (if you want) and to anyone else involved.
- 4 You or the person who made the complaint (with your permission) can receive an update when we are asked or every 15 days after we get the complaint.
- 5 All information will be documented in your file.

OMBUDSMAN ONTARIO CHILDREN & YOUTH UNIT

The Ombudsman promotes fairness, and is responsible to resolve and look into complaints and systemic issues. The office can answer your questions, inform you of your rights, connect you to others who can help, hear your complaint and may look into your concerns further. Particularly, the Ombudsman will listen to your concerns about SMFC (our agency) and/or the home that you're placed in (e.g. a care providers home a group home, a secure treatment facility or youth justice facility).

SMFC must inform the Ombudsman in writing if you have been seriously injured and the Ombudsman may contact you to see how you are feeling.

The Ombudsman office can be reached at 1-800-263-2841 or 416-325-5669 or visit www.ombudsman.on.ca

INTERNAL COMPLAINT REVIEW PANEL

The Internal Complaint Review Panel (ICRP) can also review your complaint. The panel consists of a Senior Manager, a Service Manager and someone who doesn't work with our agency.

The ICRP does not review issues that are already decided by the Court. Similarly, they do not review any matters mandated by law or issues raised by someone who didn't receive service from us.

If you believe your complaint qualifies, you can provide your complaint in writing to us, requesting an Internal Complaint Review Panel.

RESIDENTIAL PLACEMENT ADVISORY COMMITTEE (RPAC)

If you are currently living in a group home and are worried that your placement is not appropriate or have concerns about your experience while living in this placement, you have the right to contact RPAC by emailing rpac@lumenus.ca or calling 416-482-0081 x7233

ACCESSIBILITY FOR ALL CHILDREN & YOUTH

SMFC is committed to providing accessibility and accommodations as required by the Accessibility for Ontarians with Disability Act (AODA). If you require an accommodation or have a concern about an accommodation request, please follow our complaint procedure listed above.

Notes



Simcoe Muskoka
Family Connexions

Connexions Familiales
de Simcoe Muskoka

**EVERYTHING YOU NEED
TO KNOW WHEN COMING
INTO CARE WITH OUR
AGENCY**



Scan this code to
view all our brochures



HOW TO CONNECT WITH US:

1-800-461-4236

familyconnexions.ca

MECHANICAL & PHYSICAL RESTRAINTS

- If you are placed in an internal home, you will NOT be physically restrained or locked in isolation.
- If you are placed in an Outside Paid Resource, you may be physically restrained or isolated, but only if you are unsafe to yourself or others. Your placement is obligated by law to follow all rules and requirement to keep you safe if the above options are used.
- A restraint can only be used if the worker or care provider tried to help you but was not successful and your safety or someone else's safety is at immediate and significant risk or you may escape or cause damage that would hurt someone.
- If you are restrained or you have witnessed a restraint, you will be provided with an opportunity to debrief.
- A restraint has not occurred nor required if someone is stopping you from going somewhere or physically redirecting you in a gentle way.
- If you require a Personal Assistance Service Device (PASD) to keep you safe, you and your doctor will develop a Plan of Treatment. Your doctor and worker will make sure you are comfortable and understand the PASD. For example: using a seatbelt in a wheelchair.
- Your care provider must follow the Plan of Treatment.
- Providing your consent is when you give permission or agree for something to happen.
- When your doctor is worried that you aren't able to participate in a decision, a Substitute Decision Maker (SDM) will be asked for input for you.

The following methods of discipline cannot be used against you to change your behaviour (this does not include house rules):

- Deprive or threaten to deprive you of your basic needs (e.g., food, drink, clothing, etc.)
- Remove or threaten to remove access to your personal property, unless it is necessary to prevent immediate harm to you.
- Use, threaten to use or permit the use of
 - Harsh or degrading measures to humiliate, shame or frighten you or undermine your self-respect, dignity or self-worth, or
 - Derogatory or racist language directed at or used in your presence
- Remove or threaten to remove access to services, supports or objects relating to the creed, community identity or your cultural identity, unless removing access to objects is necessary to ensure your immediate safety.
- Inflict, threaten to inflict or permit the infliction of emotional, physical or sexual abuse or harm on you
- Make modifications, unless they are necessary to prevent immediate harm to you, to a door or physical or visual barrier used for a bedroom.
- Withhold or threaten to withhold visits from family members or extended family members
- Hinder, obstruct or interfere with your attendance at your place of employment; and
- Threaten to discharge you from where you are staying.

YOU AND YOUR PSYCHOTROPIC MEDICATION

- Psychotropic medication is prescribed by a doctor for a number of different reasons, for example: to help with your mood or behaviour.
- You have the right to speak to your doctor on your own and to make a decision about your medication. If your doctor does not feel that you can make a decision, they will talk to your Substitute Decision Maker (SDM).
- Your doctor will complete the Psychotropic Medication Administration Form.
- It is dangerous to mix medications, substances or non-prescription medication. If you are taking different medications or things not prescribed by your doctor, we will need to make an appointment to speak about this with your doctor.
- You will meet with your doctor every 6 months to make sure your medication is working, and that you are feeling well.
- Do not suddenly stop taking medication, this can be dangerous.

*If you have any concerns - it's important that you talk to your worker immediately.

YOUR RIGHTS AND RESPONSIBILITIES - for children and youth in out of home placements

As a child or youth that has been placed outside their home, You have rights that must be respected and made known to you by your worker. These rights can not be taken away from you. You always have the right, no matter how well you are meeting your responsibilities.

You have the right to:

- Know and understand your rights
- Be and feel safe
- Be treated fairly, fully accepted and supported, no matter your disabilities, abilities, culture, race, religion, sex, gender, gender identity or sexual orientation
- Participate in your plan of care and have a say about what happens to you
- Use different forms of communication (e.g. phone, receive & send mail, written or electronically)
- Express your thoughts and feelings
- Be properly fed, clothed, sheltered and cared for
- Go to school
- Receive medical, dental, optical along with mental health and other forms of well-being related care
- Participate in social and recreational activities
- Participate in identify-based events/activities/programs (e.g. religious events, ethno-cultural/race affirming community-based activities/programs, etc.)
- Communicate in your first language or cultural language (verbal and/or written)
- Have access to an interpreter
- Reasonable privacy and possession of your own personal belongings
- Know and understand the rules, expectations and responsibilities of the home in which you live, including the type of behaviour that may result in the administration of a method of discipline.
- Speak privately and visit with your family members, unless a court order says otherwise.
- Speak privately with your worker, a lawyer, the Ombudsman, a Member of Parliament, advocate and/or support person(s)
- Know what decisions were made in court and how they impact your care/life

IF YOU ARE OVER 12 - you also have the following rights...

- Attend court and know what decisions are planned for you
- Ask for a review or an appeal of your placement

IF YOU HAVE BEEN CHARGED WITH A CRIMINAL OFFENCE - You also have the following rights...

- Know why you have been arrested
- Have legal representation
- Remain silent and contact a lawyer
- Call a lawyer and a parent or someone you trust
- Have the telephone number for a lawyer
- Have a lawyer represent you
- Ask for the Custody Review Board to review decisions regarding your care

AS A CHILD OR YOUTH IN AN OUT OF HOME PLACEMENT - I also have some responsibilities...

- Let your care provider know your plans (e.g. staying late after school, going to the park with friends, etc..)
- Keep in contact with your worker
- Attend school and do your homework
- Attend all your appointments

- Respect other people and their property
- Respect others' privacy
- Respect other people's differences and identities (e.g. race, faith, cultural, disability, sexual orientation, etc.)
- Respect other people's rights to their bodies, and to be and think independently
- Take care of yourself and your body
- Be helpful to others and do your share (of chores)
- Take responsibility of your actions and of what to do

CULTURAL COMPETENCY: Respecting & Valuing Culture & Identities for Children and Youth in Care

Simcoe Muskoka Family Connexions is unwavering in our commitment and responsibility to provide services that are safe, respectful, and working for YOU, your family and community. This includes services that meet your identity-based needs, whether it is your cultural identity, race, ethnic background, gender, gender expression, sexual orientation, religion, disability or any other identity.

You have the right:

- To access and benefit from services that value your identities;
- Not be criticized or have someone try and change any part of who you are (e.g., your faith, gender expression, etc.);
- To be consulted and to tell us your thoughts and opinions about your identity and how we can support you;
- To be consulted and to express your views whenever significant decisions concerning you are made, including decisions with respect to medical treatment, education and your many identities;
- To a Resource Person and an Adult Ally

We will:

- Try our best to place you in a home that will positively support your identities.
- Regularly talk about supporting your identities.
- Seek out community services and recreational activities to support your identities.
- Give you the choice to attend or not attend any identity-based events, such as spiritual/religious services.
- Respect who you are and your personal beliefs.
- Work with you and the care provider to make sure your identity needs are met.
- Ensure that the physical environment along with the care you require meets your needs

You can access:

- Francophone Services
- Black Affirming Services Provision
- Indigenous Service Provision
- Sexual Orientation, Gender Identity & Expression support

*If you are a child/youth with Indigenous heritage, we will work with the Band or the MNO as well as in consultation with culturally matched services.