

4.1 Individual Rights (Plain Language)

WHAT DO WE MEAN BY “RIGHTS?”

Having rights means other people must respect the choices you make. They must listen to you. The law in Canada protects your rights. All people have the same rights. You must respect other people’s rights, too.

WHAT ARE MY RIGHTS?

Some of the most important rights you have are:

- The right to make your own choices
- The right to have friends
- The right to vote
- The right to be free from abuse
- The right to your own religious beliefs
- The right to get information that you can understand
- The right to choose your doctor
- The right to choose what happens to your body
- The right to food, clothes, and a place to live
- The right to privacy. Information about you can only be given to someone if you agree

WHAT CAN I DO IF SOMEONE ISN’T RESPECTING MY RIGHTS?

If someone isn’t respecting your rights, you can speak up about it:

- You can ask them to stop what they are doing, and listen to you.
- You can say that you want to make your own choices.
- You can ask for more information in words you understand.
- You can refuse to sign a paper you don’t understand.
- You can call someone and ask them to help you make the right decision.
- You can bring someone with you when you speak up about your rights, so you don’t feel alone.

ADVOCACY AND SELF ADVOCACY

B.C. People First: If you want to be part of a group of other people with disabilities and learn about self advocacy, you can join B.C. People First. They also have a Facebook page that anyone can join:

<http://www.facebook.com/pages/British-Columbia-People-First/131251286904187>

Inclusion B.C. www.inclusionbc.org

If you want more information about self advocacy, you can call Inclusion BC at (604) 777-9100.



Disability Alliance BC (formerly the B.C. Coalition of People with Disabilities):

– “Advocacy Access” is a group of trained advocates who can help you appeal decisions about money and benefits.

In Greater Vancouver, phone (604) 872-1278

Or visit their website: <http://www.disabilityalliancebc.org>

Advocate for Service Quality: If you have problems dealing with your service provider or with CLBC, you can contact Cary Chiu, the Advocate for Service Quality: ASQ@gov.bc.ca

In Greater Vancouver, phone (604) 775-1238, or visit the website:

<https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/supports-services/advocate-for-service-quality>



Community Living BC is responsible for community living services.

They have Quality Service Offices across the province to help people with disabilities and their families get the services they need. In Greater Vancouver, phone (604) 664-0101, or visit the CLBC website:

www.communitylivingbc.ca

YOUR RIGHTS AT SPECTRUM

Spectrum wants the people who use our services to tell us what kind of help they would like, as much as possible. Sometimes when people need more help, they might want to call an advocate who will help them say what it is that they are concerned about. At any time, anyone we support, or their families, are welcome to meet with us and we will try to sort out any problems. You can bring a friend or family member if that's helpful. We would appreciate knowing who is coming to the meeting and if you need any special assistance (an ASL interpreter or someone who can translate). Call us anytime if you have questions. This is a priority for us, so don't worry that we'll be too busy.

It is important you know about and understand your rights as an individual or family using Spectrum's services. These include:

1. Right to Confidentiality and Privacy of Information

We will collect information from you in order to provide you with the best service. Any personal information is protected under our Privacy Policy and will not be shared with anyone else without your permission (unless required by law or in an emergency).

2. Right to Choose Your Services

You have a right to make decisions that affect your life, including deciding which services you need and what agency or professionals will provide those services.

3. Right to Refuse Service

We at Spectrum are here to support you, but if at any time you no longer wish to have us providing service to you, you have a right to leave and get services from another agency. We respect your right to choose the service provider that you feel will best meet your needs. We will work with you to find a new service provider if that's what you choose to do.

You also have the right to refuse other services we might suggest.

4. Right to Consent to Personal and Intimate Care

You have a right to say who can assist you with personal or intimate care, for example bathing or getting dressed. Staff will not touch your body or monitor your self care without your consent. They will respect your personal space.

5. Right to be Fully Informed of Behavioral Support Plans, Safety Plans

You have a right to be fully informed of any plans to support unsafe or challenging behavior, and any safety plans that are developed to protect you or your supporters.

6. Right to Consent to Monitoring

You have a right to consent to any monitoring of your activities, for example the use of GPS technology or electronic monitoring devices.

7. Right to Manage Your Personal Funds

It is your right to have and spend your money as you see fit. Spectrum is available to assist you to manage your money if needed. When you come into our services, we will discuss with you what (if any) support you need managing your finances, and who you want assisting you with this.

8. Right to Resolve Conflicts

Disagreements, or conflicts, are part of everyday life. The important thing is to deal with them in a fair and honest way. This isn't always easy, or comfortable. Please read the Conflict Resolution policy for steps you can follow if you have a disagreement with someone at Spectrum, or a conflict that you want to resolve.

9. Right to Complain

If you are unable to resolve a conflict, or if your concern is more serious, you have a right to complain. Please read the Complaints policy for steps you can follow if you want to make a complaint.