



POLICY AND PROCEDURE MANUAL

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Subject: 8.01 RIGHTS OF INDIVIDUALS RECEIVING SERVICE		

Policy

Anago is committed to providing an environment for all individuals that is free from harassment and discrimination, fostering the goodwill and trust necessary to protect the rights of individuals. Anago shall neither tolerate nor condone behaviour that undermines the dignity or respect of individuals or the integrity of relationships, promoting mutual respect, understanding and co-operation.

Every individual served is afforded Rights under the *Canadian Charter of Rights and Freedoms* and the *Human Rights Commission*.

Young persons served are afforded rights under the *Child and Family Services Act* and the *Youth Criminal Justice Act*.

Individuals with Disabilities are afforded rights under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Procedure

The Canadian Charter of Rights and Freedoms guarantees the rights and freedoms set out in it subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.

The following rights shall be communicated to individuals receiving service:

- Everyone has the right to life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice.
- Everyone has the right not to be subjected to any cruel and unusual treatment or punishment.
- Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

At the time of admission into an Anago service, each individual shall be informed of his or her legislative rights and of the process they may undertake if they believe that their rights have been breached. See site specific protocols for applicable legislative rights and the processes to contact the following, should an individual believe their rights are not being met:

- Ombudsman
- Office of the Provincial Advocate for Children and Youth
- Office of the Independent Police Review Director (OIPRD)
- Third Party Rights Review Committee



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No employee shall interfere in any way or limit the access of an individual in their attempt to guarantee their rights.

The Director shall ensure that:

- Individuals receiving service know of their rights, responsibilities and procedure to follow for complaints.
- Complaints are forwarded to the appropriate party/entity for follow up and resolution.

The Board of Directors shall annually review the Rights of Individuals Receiving Service policy and motion to accept or revise the policy, documenting the results in the meeting minutes.

Reference: *Canadian Charter of Rights and Freedoms and the Human Rights Commission, Child and Family Services Act, the Youth Criminal Justice Act, Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008.*

Authorized by: 
Executive Director

Date: November 2016