

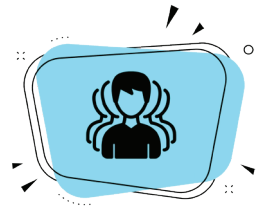
# Know your rights in care



GOOD CARE

**As a young person\* in care, you have rights.**

This means you're entitled to certain things while receiving services.



IDENTITY

If you feel that your rights aren't being met or respected, you have the right to make a complaint to us – the Children and Youth Unit at the Ombudsman's Office.



SAFETY

Contact us by phone,  
email or through our website:  
1-800-263-2841, 416-325-5669  
cy-ej@ombudsman.on.ca,  
www.ombudsman.on.ca  
and look for the  
"Children and Youth" button

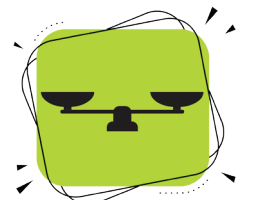


GET HELP



YOUR FILE

*\*This includes young people who are in a secure treatment facility or youth justice facility.*



FAIRNESS

**Ombudsman Ontario - Children & Youth Unit**

1-800-263-2841 \* cy-ej@ombudsman.on.ca \* www.ombudsman.on.ca

# Know your rights in care

Including young people who are in a secure treatment facility or youth justice facility



## GOOD CARE

### You have a right to:

- Access healthy, good quality food.
- Appropriate clothing.
- Education that meets your needs.
- See a doctor and dentist.
- Make decisions about your health care.
- Have your own things.
- Reasonable privacy.
- See your family unless a judge says you can't.
- Play sports, make art, and do other activities.



## SAFETY

### You have a right to:

- Not be hit as punishment.
- Not be physically restrained unless authorized by law.
- Not have basic necessities such as food, shelter, clothing or bedding taken from you.
- Not be humiliated or shamed by a service provider.
- Know the rules you must follow.



## YOUR FILE

### You have a right to:

- Access your file, no matter how old you are.
- Write down anything you disagree with in your file and have it added.\*
- Be notified right away if anyone breaches your privacy.\*
- Complain to the Privacy Commissioner if you think a service provider has breached your privacy.

*\*This does not include Youth Criminal Justice Act records.*



## IDENTITY

### You have a right to:

- Participate in activities of your choice connected to your creed, community identity and cultural identity

Services provided to you should be appropriate for who you are and how you identify. They should take your race, ancestry, place of origin, colour, ethnic origin, citizenship, family diversity, disability, creed, sex, sexual orientation, gender identity and gender expression into account.

If you are First Nations, Inuit, or Metis, the services provided to you should recognize your culture, heritage, tradition, connection to community, and the concept of extended family.



## GET HELP

### You have a right to:

- Be told how to make complaints.
- Complain without worrying about the consequences.
- Be told how to appeal your placement if you are unhappy where you live.
- Have service providers respond to your complaint and try to resolve it.
- Privately contact people who can help you, such as your lawyer, the Ombudsman's Office, or Member of Provincial Parliament.

Service providers are required to help you exercise your rights, including the right to complain.



## FAIRNESS

### You have a right to:

- Express your opinion on any matter that affects you.
- Be consulted on the services provided to you.
- Be told why and how decisions that affect you were made and be involved in discussions about those decisions.
- Have decisions that affect you made based on clear, consistent criteria.

Service providers are required to document how and when they gave you the opportunity to participate in decisions.