

Know Your Rights **Handbook**

Brain Injury Community Re-entry





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Accessible Formats and Communication Supports

Special accessibility accommodations and materials in alternate formats are available. Please contact Brain Injury Communicating Re-Entry (Niagara) Inc. at 905-687-6788 extension 663 or www.bicr.org.

Introduction



The Province of Ontario has established laws and regulations that govern how individuals are to receive treatment and support in their homes and communities when they are accessing services funded by the Ministry of Health. These services include:

- Supports such as Attendant Services, Outreach, or Supportive Housing
- Professional services such as Psychology services, Social Work
- Community Services such as Meals on Wheels
- Homemaking services such as cleaning or meal preparation

The purpose of this booklet is to explain your rights as a participant with BICR, along with steps you can take if you feel there has been an impact on your rights. Knowing and understanding your rights will make your relationship with your support providers a mutually beneficial one.

In this booklet, you will find the Bill of Rights. These rights belong to you, by law. We hope that you can use this book to:

- Understand your rights
- Be sure that your rights are respected
- Know what to do if you think you are experiencing a violation of your rights.

We have provided a Glossary of Terms at the end of this booklet. The glossary will explain terms that have been used.

The Bill of Rights

(Home and Community Care Services Regulation, 2022
under the Connecting Care Act, 2019)

As a participant, a family member or a substitute decision maker, you have the right to expect that every BICR employee will respect and promote your rights. This means that you will:

1. Be treated with courtesy and respect and be free from mental, physical, sexual, emotional, verbal and financial abuse.

- **Mental Abuse** – You have the right to have services provided to you without feeling criticized, threatened, uncomfortable or fearful.
- **Physical Abuse** – You have the right to receive support in a way that feels comfortable and in a way that you do not experience pain or injury.
- **Sexual Abuse** – This is a very serious kind of abuse. It is your right to choose whether you want to have a sexual relationship with someone. You have a right to choose your own way of being sexual at a time that feels right to you.
- **Emotional Abuse** – You have a right to interact with others in a way that does not involve hurtful language and actions. A hurtful action could be someone giving you the silent treatment, or any behaviour that makes you feel insecure or even question your reality.

- **Verbal Abuse** – Verbal abuse is a type of emotional abuse with the focus on someone using harmful language directed towards you. You have a right to be involved in interactions that are free from others yelling at you, calling you names or using words that undermine your confidence and self-esteem.
- **Financial Abuse** – You have the right to choose how you will manage your money and what you do with your money including deciding who you will ask to help you with your money (unless you have an assigned Power of Attorney for finances).

2. Be treated in a manner that respects your dignity and privacy and that promotes your autonomy and participation in decision-making.

3. Be treated in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.

4. Receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.

5. Have the right to receive residential and community services in a culturally safe manner, if you identify as a participant who is First Nations, Metis or Inuk.

6. Receive clear and accessible information about the services that you are receiving.

7. Participate in the assessment and reassessment of your needs and development of a Service Plan

8. Have the opportunity to designate someone to be present with you during assessments and during the development, evaluation and revision of your Service Plan.
9. Have the right to receive assistance in coordinating services, if you are receiving more than one community care service.
10. Have the right to give or refuse consent to the provision of services.
11. Have the right to raise concerns or recommend changes relating to the services you are receiving. In connection with policies and decisions that affect your interests, you may raise concerns to BICR, government officials, or any other person without fear of interference, coercion, discrimination or reprisals.
12. Be informed of the laws, rules and policies affecting the operation of BICR (including the Bill of Rights) and be informed, in writing, of the procedures for initiating complaints.

Brain Injury Community Re-entry (Niagara) Inc.
3340 Schmon Parkway, Unit 2
Thorold, On L2V 4Y6

BICR Complaint Procedure

BICR works hard to provide the best possible service and always strives to improve. You can help us do that by letting BICR know how you are feeling about your support.



TALK TO ANY STAFF MEMBER

BICR expects staff to respect your rights and treat you with dignity. Please talk to a staff member if you experience disrespect. Often the best place to start is to speak directly with the staff that you feel comfortable talking with. You may also speak with another representative of BICR, such as a Manager, Team Coordinator, Psychologist or Social Worker. All staff members have a responsibility to report concerns to their supervisors. BICR takes all complaints very seriously.



YOUR CONCERNS MAY BE BROUGHT FORWARD TO THE CHIEF EXECUTIVE OFFICER (CEO)

If you are not satisfied with the follow up of your concern, you may bring your concern forward to the CEO, Frank Greco. You can contact Frank Greco at 905-687-6788 extension 624 or by email at fgreco@bicr.org. You can also write him a letter addressed to 3340 Schmon Parkway, Unit #2, Thorold, ON L2V 4Y6.



YOUR CONCERN MAY BE BROUGHT TO THE BICR BOARD OF DIRECTORS

BICR has a Board of Directors, made up of volunteer community members. If you are not satisfied with the CEO's response, you may lodge your complaint with the chairperson of BICR's Board of Directors. They may be contacted in writing at 3340 Schmon Parkway, Unit # 2, Thorold, ON L2V 4Y6.



THE HEALTH SERVICES APPEAL AND REVIEW BOARD (HSARB)

If you are still not satisfied after receiving a response from the BICR Board of Directors, you have the legal right to take your complaint to the HSARB. The HSARB is an independent body made up of members of the public. For general information on the appeal process, you can contact the HSARB at 416-327-8512 or visit their website at www.hsarb.on.ca. To start the appeal process, you must write to the HSARB and ask for a hearing. The HSARB will tell you when your hearing is scheduled and what you need to do to prepare. After the hearing, the HSARB will send you a letter about its decision.



WILL ANYTHING NEGATIVE HAPPEN TO ME IF I COMPLAIN?

No. The Bill of Rights states that you have the right to raise concerns or recommend changes about your services. BICR takes all complaints very seriously.

APPENDIX B

Glossary of Terms

Abuse – Bad or improper treatment. Anything that causes harm to a person.

Autonomy – Making your own decisions including the decision to choose someone you trust to help you.

Coercion – Using threats or force to make you do something you do not want to do, or to prevent you from doing something you do want to do.

Consent – Giving your permission or agreement after you have all the information that you need to do so.

Cultural – Ways of being, thinking and behaving that you learn from others around you.

Dignity – Being worthy. Deserving proper treatment.

Discrimination – Unequal treatment based on your disability, skin colour, religion, sex, age, ethnic origin, etc.

Ethnic – Describes your race or the country your family came from.

Familial – Refers to the family you were born into or the family that adopted you.

Individuality – The special combination of characteristics that let you and others know who you are.

Linguistic – Refers to your native or preferred language. Also includes communication devices or sign language.

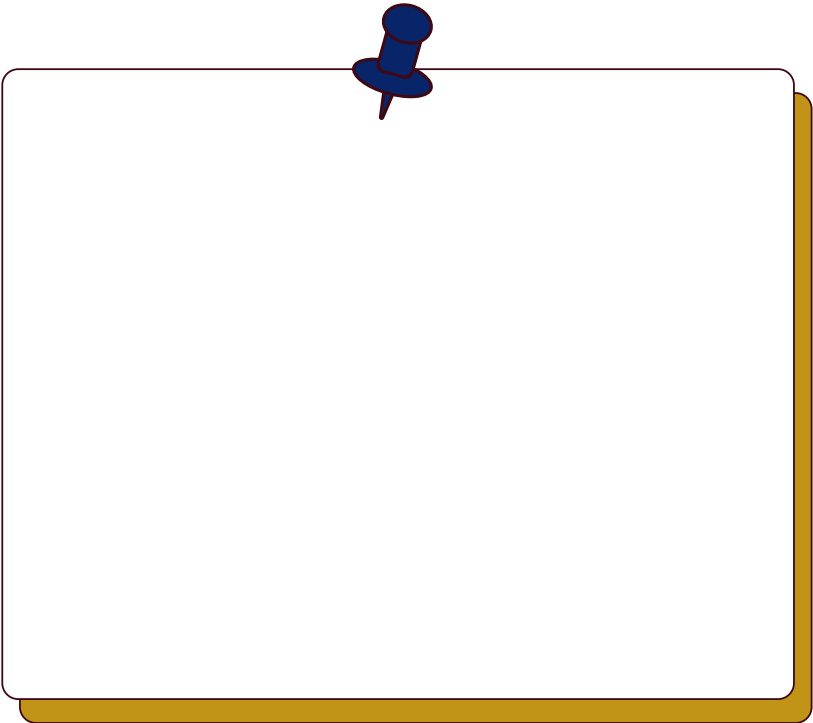
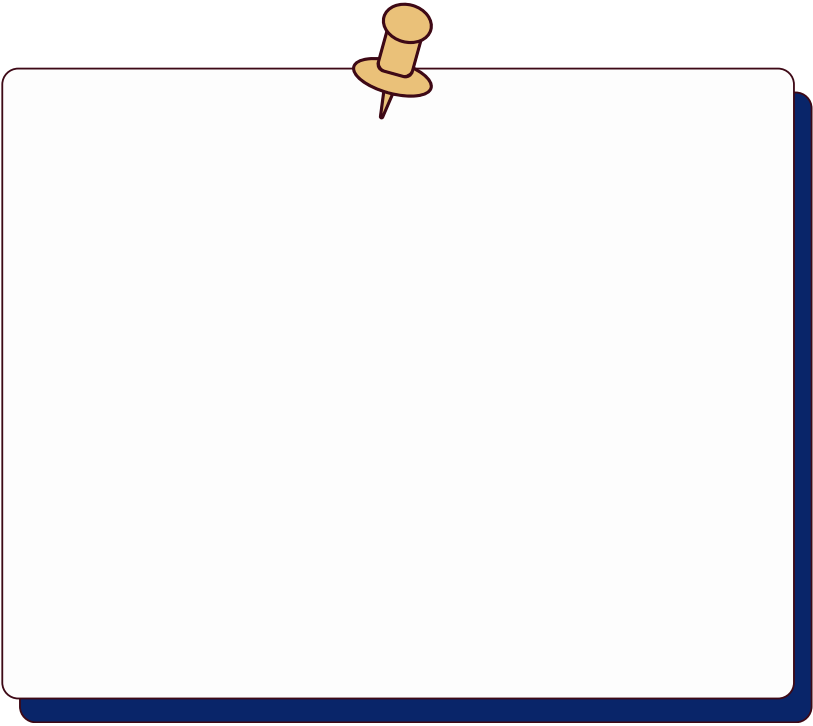
Preferences – Things or conditions that you choose whenever you have a choice, for example, a favourite colour, activity or style of clothing.

Policies – The guidelines and rules made by the people who manage your services.

Reprisal – revenge or punishment

Spiritual – Refers to sacred or religious matters and beliefs.







**Brain Injury
Community Re-entry**
(NIAGARA) INC.

Turning the Key to Opportunity in Niagara since 1988

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