

All about my

Rights & Responsibilities



GOOD CARE



SAFETY



FAIRNESS



YOUR FILE



IDENTITY



GET HELP

What are Rights and Responsibilities?

Rights and responsibilities are like rules that make it easier for us to live together. They help people know what to expect and how to act.

This booklet will tell you all about:

Milestone's Program Description (including cultural competence)

Your Rights

Your Responsibilities

How to make a complaint

You have the right to be informed about:

Your Rights

Your Responsibilities

The Milestone complaint procedure

The Ontario Ombudsman

Privacy of your personal information

RPAC

Program description/cultural competence

Milestone's caregivers provide respectful, inclusive care to kids like you. We really want to know about your identity characteristics so that we can make sure that you are feeling respected and so that we can plan well for your time with Milestone.

Identity characteristics include your race, ancestry, places of origin, colour, ethnic origin, citizenship, family diversity, religion, creed, sex, sexual orientation, gender identity, gender expression or cultural or linguistic needs. It also includes your cultures, heritages, traditions, and positive connection to your community if you identify as First Nations, Inuit or Métis. We also will always be thinking and talking about your developmental, emotional, social, medical and educational needs. It is important for us to know all about your interests, abilities, strengths and any problems that you're having so that we can help to make sure that your wishes are considered.

Know your rights



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.



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.



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.



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.



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.

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

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

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.

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

**This includes young people who are living in a foster home, group home, treatment home (including secure treatment) and/or youth custody facility.*

Ombudsman Ontario – Children & Youth Unit

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

What are my Responsibilities?

You have a responsibility to:

- Respect yourself
- Respect all people and their differences
- Respect all people by not being rude or aggressive
- Respect all people's property
- Respect the privacy of others

You also have a responsibility to:

- Follow the household rules
- Take care of your things and put them away
- Be helpful in the home and do your share of chores
- Ask before using/borrowing something that isn't yours
- Talk to your caregivers about what is going on in your life and tell them when something is wrong
- Make sure that your caregivers know where you are when you aren't at home
- Go to school when you should and do your homework.

What if I have concerns or a complaint?

Talk to your **foster parent**, a **staff**, your **CAS worker** OR your **Resource Worker**. If you choose to contact your Resource Worker:

They will get in touch with you right away (within 24 hours).

Milestone will look into your complaint and will talk to you about ideas for resolving the issue within 5 days.

Milestone will work with you and everyone involved to come up with a good solution.

2) Talk to another person—like a **teacher** or your **worker’s boss**.

Talk to **The Ontario Ombudsman**. The Ombudsman is there for YOU. The Ombudsman will make sure that you’re heard and that your concern or complaint is dealt with properly. The Ombudsman’s Children and Youth Unit can be reached at:

Phone: 1-800-263-2841

Email: cy-ej@ombudsman.on.ca

4) If your concerns are related to your placement, you can also contact the **Residential Placement Advisory Committee (RPAC)**. They will help to ensure that your rights are being met and that your voice is being heard. RPAC can be reached at:

Phone: 416-482-0081 ext.233

Email: RPAC@skylarkyouth.org

5) Contact the **Child and Family Services Review Board (CFSRB)**. The CFSRB is an extra avenue if you have a complaint and if you feel that your voice is not being heard.

Phone: 1-888-777-3616

Email: cfsrb@ontario.ca

6) If you are concerned about your privacy as it relates to the collection, use & disclosure of your personal information, you can contact the **Information and Privacy Commissioner of Ontario (IPC)** at:

Phone: 1-800-387-0073

Email: info@ipc.on.ca

Vision

Milestone Foster Homes: Fostering brighter futures

Mission Statement

Milestone Foster Homes is the industry leader in providing quality, therapeutic, needs-based care.

All clients have their voices heard and their culture & identity honoured. The care received is nurturing, personalized and supports well-being & a sense of belonging. Clients are encouraged to explore their full potential within a safe and accepting community.

Milestone Caregivers offer a loving home-environment & a sense of security to children, youth, and adults in their care. Caregivers apply a relationship-focused, trauma-informed, and therapeutic approach.

The Milestone Staff Team are professional, enthusiastic, resourceful & supportive with a commitment to best practices in quality service provision.



For our clients, caregivers, staff, & partners, we value:

Community

A strong sense of community is supported through connection, allyship, inclusion, teamwork, and fun!

Individualism

As individuals, we honour our unique & diverse identities, promote advocacy, and foster growth through personalized goals.

Relationships

We encourage healthy relationships through organic interactions which are non-judgmental and respectful, trusting, compassionate, and consistent.

Professionalism

As professionals, we are committed to being accountable and curious through knowledge seeking and sharing, and by applying progressive approaches to needs-based care.

Important Numbers

Your new address: -

Your caregiver's name/s: -

Your caregiver's phone number: -

Your worker: -

Your worker's office: -

Your Milestone worker: -

Milestone's office: 905-639-5827

Milestone after-hours: 416-891-3700

Your lawyer: -

Other: -

