



BeConnected

Support Services Ltd.

Ready. Support. Go.

Guidelines for Practice

February 2018 Revision

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PREAMBLE

This document represents the guiding principles: vision, mission, purpose, values and beliefs, and ethical codes of conduct of BeConnected Support Services. It is a living document, always a work in progress, which will clarify as our understanding and knowledge grow, and experiences inform us. The statements contained within represent fundamental values, to which there is a common commitment. They are intended to serve as guidelines for conduct and to inform our day-to-day practice and decision-making processes.

VISION AND MISSION

- Our Vision is created by the people for the people
- Our Vision is about what we aspire to be including what we desire to be
- Our Vision is motivating, inspiring, and a statement for why we exist
- Our Mission is about how we're going to move towards our Vision

BeConnected Support Service's VISION...

"BeConnected Support Service's Vision is: To provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community."

BeConnected Support Service's MISSION...

1. We will listen to and support individuals to realize their hopes, dreams, and goals; and to lead their chosen lives. (Choice, self-determination, rights, goals, and dreams)
2. We are committed to helping the community embrace and include all citizens. (Community Inclusion, acceptance, and belonging)
3. We will empower access to and support learning, working, and playing for those we serve. (School, vocation, volunteering, paid work, and recreation)
4. We will support individuals to be in control of their own resources, and to determine how they are directed. (Self-directed services, independence, and Individualized Funding)
5. We are committed to understanding and accepting diversabilities in people and families. (Diversabilities, diversity, and culture)
6. We are committed to supporting individuals who present with complex behavioural and social care needs. (Positive behaviour supports)
7. We value self advocacy and will support and promote a vibrant self advocacy movement locally and provincially. (Advocacy, self advocacy movement)
8. We are committed to creating social networks for enduring friendships for persons served. (Community, connection, social networks)
9. We embrace technology in our business practices and in pursuit of enhancing accessibility for persons served. (Technology solutions, accessibility, communication)
10. We are committed to having a presence and positive impact in all of the communities in which we work. (Community building, community engagement, corporate citizenship)

PURPOSE

Purpose statements describe BeConnected Support Service's intentions and what our agency is striving to accomplish.

BeConnected Support Services is committed to a philosophy whereby individuals and their families are at the centre of all agency plans and decisions that impact lifestyle choices and each person's right to a valued social future.

The purposes of BSS are guided by this philosophy and include:

- | | | |
|--|--|-----------------------|
| ★ Assistive Technology | ★ Housing | ★ Planning |
| ★ Choice | ★ Human Resources | ★ Quality Enhancement |
| ★ Citizenship | ★ Inclusive Communities | ★ Relationships |
| ★ Community Living British Columbia (CLBC) | ★ Ministry of Children and Family Development (MCFD) | ★ Respite |
| ★ Day Activities | ★ Personal Well-being | ★ Security/Stability |
| ★ Employment | | ★ Values |

Assistive Technology

- To promote and ensure day activities are designed to support meaningful competence development and productivity for each person and provide access to a full range of assistive technology and augmentative communication options as required.
- To promote the use of technology in order to maximize opportunities for provide persons served to communicate and express their desires in a way that can be understood by everyone.

Choice

- To support choice and self-aspirations of each person and their family to make essential decisions as to where to live, with whom to live, how and where to spend their time, and the freedom to choose the supports and services they receive.

Citizenship

- To promote and support a positive vision of the future for persons with developmental disabilities within a framework of self-determination and the exercise of rights to citizenship.

Community Living British Columbia (CLBC)

- To promote and support CLBC in providing a responsive, sustainable network of disability-related services that assists adults with developmental disabilities to live good lives and be full participants in their communities.
- To promote and support CLBC in providing a range of services and supports which are tailored to the circumstances and preferences of each individual.

Day Activities

- To promote and ensure activities are designed to enable persons with developmental disabilities to approximate the routines and rhythms of everyday life available to all citizens of British Columbia.
- To promote community inclusion through employment and personal development and by strengthening the individual's informal support networks.

Employment

- To support individuals in learning vocational skills and providing them the opportunity to gain paid employment in their community, if they choose.

Housing

- To promote the availability of and access to stable housing options that positively address appropriate characteristics of home, including:
 - Proximity to services, resources, and family members
 - Access and transportation
 - Neighbourhood socio-economic status
 - Building neighbourhood harmony (function, design and image)
 - Environmental context including physical accessibility and quality of setting

Human Resources

- To promote a management model that demonstrates a commitment to a consensus building decision making process combined with a willingness to take risks, an ability to identify good opportunities for change, and a commitment to learning from and collaborating with others.
- To promote positive, committed, enabling and moral leadership throughout the organization.
- To promote the development of competent employees who are culturally aware of issues related to disability and the value of community living.
- To promote the development of values-oriented, competent, and qualified staff in supporting individuals and families.

Inclusive Communities

- To promote fully accessible communities and encourage connections and support between people with and without disabilities in all aspects of community life.

Ministry of Children and Family Development (MCFD)

- To promote and support MCFD in delivering inclusive, culturally respectful, responsive, and accessible services to children, youth, and their families.

Personal Wellbeing

- To promote consistent social, emotional, physical, and spiritual support that nourishes the life of each person and ensures their personal well being.

Planning

- To promote Person Centered Planning for each individual.
- To promote the development and achievement of chosen personal goals for each individual.
- To promote the availability and access to services and resources that are accountable, accessible, culturally appropriate, relevant, and responsive to the unique support requirements of each person.
- To promote and ensure services and resources which are commonly used by all citizens (generic) and are the least restrictive/most inclusive options.
- To promote and ensure each person has a representation agreement and/or legal support and counseling to address personal care, health care, financial or legal matters and decisions.

Quality Enhancement

- To promote the establishment of accreditation standards, measurable outcomes, and a monitoring/evaluation capacity that operates as an open and inclusive process.
- To promote public awareness of persons with developmental disabilities and their contributions to neighbourhood and community.
- To promote and maximize the unique and underutilized contributions of volunteers and advocates.
- To promote the wise stewardship of resources that maximizes the impact on the individuals quality of life that are being served and supported.
- To promote a variety of approaches to enhance funding and resources including influencing policy decision makers.

Relationships

- To promote the value of interdependent relationships between persons of differing intellectual capacities, social origins, spirituality, heritage, culture, and chosen lifestyles.

Respite

- To help families stay together by providing temporary relief from the ongoing stress and daily responsibilities of providing for a family member with a developmental disability.
- To tailor respite services to the unique needs and preferences of the individual's and their families.

Security/Stability

- To ensure ongoing and long term connectedness of individuals with their family, neighbourhood, and community and to maintain internal safeguards to prevent their dislocation.

Values

- To seek to reveal the particular values, beliefs, gifts, talents, and abilities of individuals who belong to the very heart of our homes and call upon others to share and celebrate their contributions to community and society.

VALUES AND BELIEFS

Core values and beliefs guide BeConnected Support Services in fulfilling our Vision, Mission, and Purpose statements.

Our commitment to core values and beliefs serves as a foundation for all decisions, planning activities, and the day to day operations of our homes and services.

The values and beliefs of our agency are a reflection of the values and beliefs of the individuals and their families we serve and support and include:

- | | | |
|------------------------|-------------------------------|--------------------|
| ★ Access to Services | ★ Family Involvement | ★ Public Awareness |
| ★ Art of Personal Care | ★ Health and Well-being | ★ Relationships |
| ★ Choice | ★ Image | ★ Rights |
| ★ Circle of Support | ★ Inclusion | ★ Satisfaction |
| ★ Communication | ★ Lifespan | ★ Self-Advocacy |
| ★ Confidence | ★ Living Culture | ★ Spirituality |
| ★ Diversity | ★ Opportunity vs. Risk | ★ Training |
| ★ Essence of Home | ★ Positive Behaviour Supports | |

Access to Services

- We believe each person is entitled to their fair share of resources and personal support options and the right to choose what services they receive and how they are delivered regardless of age, gender, race, culture, heritage, values, place of residence, or complexity of support requirements (medical, personal care, or behaviour).

Art of Personal Care

- We believe the art of personal care, including medical interventions, personal care routines, and support in meal time activities, are a communal act of nurturing, caring for, caring about, and of demonstrating love and compassion for each individual.

Choice

- We believe individuals and their families have the right to make essential decisions as to where to live, with whom to live, how and where to spend their time, and the freedom to choose the supports and services they receive.

Circle of Support

- We believe that the connectedness to others is the centre of the human condition and when a group of people come together to form a circle of support, the dreams and aspirations of the person at the centre of the circle become a reality. Members of the circle are enrolled from all walks of life and are connected through personal and shared commitments to pursue “I will do this” to fulfill the dreams of the individual. When the person being supported is experiencing serious problems or is in crisis, the circle is expanded to include others with special skills or expertise to help overcome barriers.

Communication

- We believe that the right to communicate is both a basic human right and the means by which all other rights are realized. All people communicate. In recognition of an individual’s rights, we must ensure all persons have a means of communication which allows their fullest participation in home, community and the wider world. And that all persons can communicate using their chosen method and that their communication is heeded by others.
- We believe that communication equals people being informed; listening actively, being open and accessible, and ensuring we are accurate, timely and complete in all we say and write.
- We believe that individuals should have access to assistive technology as it allows them to communicate and express their desires in a way that can be understood by everyone.

Confidence

- We believe that we (BSS) can be relied upon for delivering quality services and personal supports effectively and efficiently, with integrity and fairness. The results are that the people we serve, their families, the people we work with, and the general public learn that we provide services with commitment, caring, concern, professionalism, effectiveness, efficiency, and through accountable programs with highly skilled and competent staff.

Diversity

- We recognize the strengths of all people with developmental disabilities and their families, from all races, ethnicities, genders, sexual orientations, cultures, and socio-economic circumstances.
- We believe the goal of diversity is to support individuals and their families in a culturally competent manner, which is responsive to their beliefs, interpersonal styles, attitudes, language and behaviours, and ensures effective and meaningful opportunities for full participation in their communities.

Essence of Home

- We believe the foundation for family life is a sense of well being and a place to call home; a place where a person is welcomed by others they love and respect and those feelings are reciprocal; a place where a person can fulfill wishes and desires; a place of spirituality, refuge, security, safety, and comfort; a place a person can remain as they so desire, regardless of age or need.

Family Involvement

- We believe the greatest source of strength to an individual is family; that family equals kin and kin equals a special devotion and love that transcends systems, policies, and social barriers. Family connectedness should be based on personal choice and uniqueness of each given relationship in a family.
- Collaborating with families means a willingness and ability to work together with others as partners in pursuit of common goals.

Health and Wellbeing

- We believe persons with developmental disabilities should have access to generic and specialized health services that are delivered under the same policies, practices, terms, and conditions that are applied to other citizens of British Columbia.
- We believe each person should have the best possible health and quality of life, free from injury or threat of abuse, neglect, and isolation.
- We believe persons with developmental disabilities have the right to safe, secure, and supportive living environments.

Image

- We believe age and culturally appropriate routines, activities, and rhythms of everyday life enhance the image of the person in areas that include: physical appearance, personal possessions, social interaction, labels and forms of address, language, program location, size and content, and image juxtaposition (transfer) based on who lives, works, and plays with who and why.

Inclusion

- We believe in full community inclusion of persons with developmental disabilities.
- We believe persons with developmental disabilities have valuable gifts, talents, and abilities to share with the community.
- We believe persons with developmental disabilities contribute to the culture, values, and fabric of communities and society.
- We believe an individual's quality of life is enhanced by relationships with family, friends, neighbours, and other citizens as these relationships occur naturally in inclusive communities.

Lifespan

- We believe all people experience life stages from birth through childhood, adulthood and old age. Passage through these transitions in life requires flexible and innovative support from each person's family, friends, staff, and other community citizens to ensure a sense of continuity, belonging, and personal identity.

Living Culture

- We believe that each home should have a statement of living culture and that the foundation for creating a living culture is defined by the values and beliefs and aspirations of the individuals living in a particular home.

Opportunity vs. Risk

- We believe that it is important for individuals to have the opportunity to stretch themselves, take risks, and learn from their experiences. Every effort is made to minimize social and physical overprotection from the challenges of opportunity without exposing anyone to unnecessary risk. We work hard to ensure everyone has opportunity for fun and safety.

Positive Behaviour Supports

- We believe individuals are entitled to receive the most effective but least restrictive, least intrusive, and least stigmatizing form of assistance, support or protection when they are unable to care for themselves, their property and financial affairs, particularly when the person's safety, security, health or well-being is at risk.

Public Awareness

- We believe and are committed to cultivating accepting and pluralistic attitudes within community where differences are valued and the philosophy of citizenship, mutuality and equality are merged into a public awareness initiative for creating inclusive communities and a civil and just society.

Relationships

- We believe each person receives benefits from relationship in their own special way. Experience has shown us that every individual, regardless of their ability, is capable of moving responses to personal (physical) contact and social or spiritual involvement with another human being. We all long for connectedness where we feel safe, secure, loved, loving, and engaged with others.¹

Rights

- We believe individuals have the right to autonomy and self-determination and the fundamental rights and freedoms prescribed in the Canadian Charter of Rights and Freedoms
 - Freedom of Conscience and Religion
 - Freedom of Thought, Belief, Opinion, and Expression
 - Freedom of Association and Relationships
 - The Right to Vote
 - The Right to Life, Liberty and Security
 - The Right Not to be Arbitrarily Detained or Imprisoned
 - The Right Not to be Subjected to any Cruel and Unusual Treatment or Punishment
- We will support and promote the chosen, specific rights as determined by BSS Resident Rights Focus Group.

¹ John McGee

- We believe all individuals have the right to equal opportunities to realize their potential and enjoy the benefits of society and the right to have barriers impeding equal opportunity removed.

Satisfaction and Performance Evaluation

- We believe performance standards provide an objective analysis of service quality and levels of user satisfaction from the following perspectives:
 - Recognition of the values, beliefs, and autonomy and rights of those receiving services.
 - Adaptation and change to the service delivery model is based on outcome measures and performance evaluation.
- We believe that maintaining a continuous quality improvement process is vital to providing quality services to the people we support and is achieved through:
 - Measuring outcomes of persons served;
 - Measuring participant and stakeholder satisfaction; and
 - BeConnected’s complaints procedures.

Self Advocacy

- We believe that the voices of the individuals we support matter and support and encourage self advocates to speak for themselves
- We believe that by supporting Self Advocates for a Brighter Future we offer individuals the opportunity to learn about self advocacy and gain the tools they need to effect change.

Spirituality

- We believe that celebrating our spirituality is fundamental to the essence of home and includes family unity and faithful relationships.
- We believe each person should be encouraged and supported in the exploration and growth of his/her spiritual life, without constraint, according to their individual faith and beliefs.

Training

- We believe that in order to provide quality services to person’s served, employees will participate in BeConnected’s suite of training modules and procedures, and be provided the opportunity to attend relevant workshops and seminars in the community.

PROFESSIONAL CODE OF ETHICS

Preamble: This Code of Ethics provides guidelines for decision-making that is reflective of moral principles and core values of the organization. The Code is intended to promote high standards of service delivery and business conduct. This Code of Ethics reflects the organization’s values, the principles governing our behaviour, the standards expected of us, and our commitment to choosing the best course of action. All individuals who owe a responsibility to the organization and the people we serve, including employees, contractors and volunteers, are required to adhere to this Code as well as any Code of Ethics pertaining to professional affiliations (Policy AM1031 - Code of Ethics).

(A) Ethical Responsibility in the Delivery of Services to Person’s Served

- To maintain the best interests of the person supported, and advocate for those interests as circumstances require;
- To foster self-determination and to encourage individuality, accepting each person as unique and valuable;
- To respect and individualize services based upon the person’s culture, language, age, gender, sexual orientation, spiritual beliefs and socio-economic status;
- To honour confidentiality;
- To respect each person’s privacy;
- To respect each person’s personal property;
- To be non-judgmental and supportive;
- To encourage and support connections to the person’s cultural heritage as desired;
- To support their choice to either participate or not participate in religious instruction or activities;
- To protect the people supported from abuse and neglect and avoid participation in practices that are disrespectful, degrading, intimidating, psychologically damaging or physically harmful;
- To practice informed consent with persons served, so that they may be aware of their rights, service delivery, confidentiality, access to records and access to advocacy;
- In the witnessing of documents signed by persons served (or others), to discuss the witnessing of documents with a Coordinator prior to signing it;
- To provide assistance to the person to access appropriate and relevant services and to work cooperatively with other services in the community to ensure cohesive service delivery; and
- To disclose any potential conflicts of interests.

(B) Ethical Responsibility to the Agency

- To work towards achieving the mission of the agency;
- To assist BSS in providing the highest quality of service, taking account of changing personal, interpersonal and societal circumstances;
- To be knowledgeable of and abide by the agency’s policies and procedures;
- To maintain confidentiality concerning information obtained in the course of providing services, and make disclosures only with the consent of persons supported, or, where required by the order of a court;
- To respect the privacy of all persons employed by the organization and the organization itself, and hold in confidence information obtained in the course of employment;
- To promote a positive image of the agency in the community through friendly, respectful, and cooperative interactions.

(C) Ethical Responsibility as a Business and in Financial Practices

- To work towards “customer satisfaction;”
- To participate in the community as a good corporate citizen;
- To work cooperatively with aligned businesses for the betterment of the service sector;
- To provide a safe and healthy worksite for our employees and the people we support;
- To handle all financial practices in accordance with the applicable federal, provincial, and local laws;
- To conduct financial matters within the standards of commonly accepted and sound financial management practices;
- To adhere to General Accepted Accounting Practices.
- To avoid unfair business practices such as fee-splitting, kickbacks for referrals, business conflicts of interest, and self-dealing

(D) Ethical Responsibility in Marketing Services

- To reflect accurately the policies/positions of the agency in public statements and to avoid any possible misrepresentation of personal opinion as agency policy/position;
- To clearly define the service that the agency has the mandate and capacity to deliver;
- To maintain the overall goal of building communities that best meets the needs of people with developmental disabilities with a cooperative approach to promoting our services;
- To ensure other services are not denigrated as part of our own marketing;
- To promote a positive, respectful image of people with developmental disabilities.

(E) Ethical Responsibility for the Profession

- To ensure the knowledge and skills of professional staff are used to greatest advantage in service delivery;
- To ensure that neither the standards nor practices of the organization nor the job description and performance expectations of the agency conflict with the profession’s regulatory and ethical requirements;
- To provide ongoing performance improvement and ensure that identified outcomes are being met.

(F) Ethical Responsibility as an Employee

- To maintain high personal standards of professional conduct, avoiding any acts that may bring the agency or service into disrepute or which may diminish the trust or confidence of any stakeholders;
- To set and maintain boundaries in the completion of all job-related duties. Consistent professional boundaries promote trust, effective communication, good health, and wellness,

safety, and a sense of security for oneself and others. To maintain appropriate boundaries between personal and professional relationships;

- To avoid any conflict of interest situations. For the purposes of this Code, conflicts of interest include, but are not limited to, outside employment; gifts, selling or purchasing of goods and services; exchange of monies or gratuities, or personal fundraising.
- To refuse any gift, favour or compensation which might be influential in obtaining preferential consideration;
- To ensure employees' work time is a resource committed to service delivery and not diverted to personal pursuits;
- To respect the possessions and property of the persons served, of colleagues, visitors and friends/family members, and the agency;
- To carry out professional duties and obligations with integrity and objectivity and to recognize how personal values, opinions, experiences, limitations and biases can affect personal judgment;
- To avoid inflicting personal religious convictions or personal biases based on culture onto others;
- To acknowledge limitations in knowledge and competence;
- To not use drugs or alcohol prior to, or during work;
- To maintain standards of safety through the use of appropriate equipment, clothing and procedures.

(G) Ethical Responsibility to Colleagues

- To establish and maintain relationships of mutual respect, trust, courtesy and cooperation with colleagues;
- To foster a culture in which excellence in practice is pursued in all activities;
- To act as a team member, supporting other members of the team by maintaining consistent standards and by offering and receiving support, especially in crises;
- To maintain clear, open communication with individuals, team members and leadership;
- To not engage in sexual harassment or other forms of personal harassment towards any person served, colleagues, coordinators or stakeholders;
- To offer both positive and constructive feedback.

(H) Ethical Responsibility in Human Resources

- Pursuant to Human Rights Legislation, to provide equal employment opportunity to qualified individuals able to fulfill the job description regardless of disability, race, ethnicity, religion, gender, socio-economic status, marital status, sexual orientation, national origin, political affiliation, age or status. Harassment and misconduct are unacceptable behaviours for all employees, contractors and volunteers of the agency;
- To ensure employees receive recognition for dedication to agency and services;
- To support employees' lifelong learning and upgrading knowledge and skills;

- To ensure that discipline, where necessary, is based on thorough investigation and fair and objective treatment of culpable employees.

(I) Ethical Responsibility as an Agency to the Community and Taxpayer

- To foster a spirit of cooperation with other service agencies, educational programs and volunteer organizations involved in community living services;
- To maintain a commitment to high standards of service, continuing quality improvements, and prudent financial stewardship;
- To deal with others, both inside and outside the agency, based on unquestioned integrity, open communication, and social responsibility;
- To behave in full and complete compliance with all applicable laws and regulations. In addition, our dealings with others will be based on complete candour, cooperation, honesty, and mutual respect;
- To ensure that agency property or the owned property of the people we support is not used in order to obtain personal benefit. This Code prohibits waste, theft, fraud, abuse, embezzlement or misappropriation, and other wrongdoing of property belonging to the agency or the people supported, another employee or any associate or supplier of the agency;
- The above protection of assets statement extends to the protection of the agency’s intellectual property;
- To report financial results in accordance with generally accepted accounting principles. Those reports will fairly present BSS’s financial position and operating results;
- To use suppliers of goods and services on the basis of price, quality and service only. In selecting suppliers, we also will be mindful of our commitment to supporting businesses that hire people with disabilities. No employee may profit personally from a relationship with a supplier;
- BSS will sign onto only those contractual relationships in which we can deliver quality services, and will refrain from entering into contractual relationships with organizations/entities that do not appear to adhere to the same ethical standards as we do;
- To be respectful corporate citizens in the community, we will participate in activities within the community for the betterment of the community.

(J) Ethical Responsibility to BeConnected Support Services

- To work towards achieving the mission of BSS;
- To assist BSS in providing the highest quality service;
- To be knowledgeable of and abide by BSS policies and procedures;
- To keep confidential any information obtained in the course of providing services; to make disclosures only with the consent of individuals, the Executive Director or designate, or where required by the order of a court;
- To represent BSS’s public image in a positive and professional manner; employees must maintain a neat appearance, and demonstrate friendly, respectful, and cooperative interactions at all times;

- To avoid situations which are or appear to be at non-arms length; no person shall be seen as benefitting or seeking to gain special consideration or favor from BSS; employees must be honest and impartial;
- To keep their role as private citizens separate and distinct from their responsibilities as BSS employees and not to position themselves in a conflict of interest situation;
- To generally avoid participating in public debate (i.e. public meetings, media, social networking sites) or advocacy regarding BSS's policies, except as required in the course of their duties;
- To be careful and cautious when making public comments where his/her position could be seen to lend weight to the opinion expressed;
- To be aware that only the Executive Director or designate is authorized to coordinate and conduct media coverage; to obtain prior approval from the Executive Director, the individual or his/her legal representative if appropriate, for media photographs or interviews;
- To immediately report any potential sensitive issue, or risk to BSS's public image, to their supervisor, in order that a thoughtful response may be developed in consultation with the Program Manager and the Executive Director;
- To direct requests for information coming from the general public to the supervisor or relevant program manager capable of providing information and relevant materials in accordance with BSS policy.

(K) Ethical Responsibility in Social Media

- To exercise good judgement when posting and be aware that inappropriate conduct can negatively affect your organization, stakeholders, and yourself;
- To show proper consideration for other people's privacy;
- To be polite and respectful of other individuals' opinions;
- To never post malicious, misleading, obscene, defamatory, threatening, discriminatory, or unfair content about your organization, colleagues, or other stakeholders.
- To not post confidential information;
- To not post on behalf of the organization or use BeConnected's Logo without prior consent from the C.E.O.

RESIDENT RIGHTS



MY RIGHTS

1. The Right to Do and Participate

- ★ Chores
- ★ Volunteer
- ★ Work
- ★ Go to School
- ★ Special O

2. The Right to Respect and Dignity

- ★ Use the phone in private
- ★ Consideration
- ★ An interpreter
- ★ Celebrate my own culture, beliefs, & heritage

3. The Right to Know and Say

- ★ Express my feelings without judgment
- ★ At my and about my PCP
- ★ To be listened to by staff and my family
- ★ To stand up for my rights
- ★ What I need or want
- ★ What my desires and dreams are
- ★ What I think of staff (help with staff evaluations)

4. The Right to Choose and Decide

- ★ Which staff will do my outings or personal care
- ★ To help choose new staff to support me
- ★ Which TV programs I watch or radio stations/music I listen to
- ★ Which church I go to (maybe not the same one as my family)
- ★ My personal style and fashion
- ★ The foods I like

5. The Right to Feel and Be Safe

- ★ With good staff and a safe home
- ★ To go to the doctor and dentist when I need to, and to be treated properly



Jenny and Alex with support staff at a local protest

6. The Right to Try

- ★ To get my driver's license
- ★ Biking, boarding, and skating
- ★ To get a job
- ★ To go to college
- ★ ANYTHING!!

7. The Right to Go Places

- ★ Out for a coffee or a Coke™
- ★ Shopping or to the mall
- ★ On vacation

8. The Right to Privacy

- ★ To shut my door
- ★ To give permission for my photo to be used

9. The Right to Independence

- ★ To have money in my wallet
- ★ To have a job
- ★ To stand up for my rights

10. The Right to Relationships

- ★ With family
- ★ With friends
- ★ Boyfriends and girlfriends
- ★ Dates

The *Canadian Charter of Rights and Freedoms* is one part of the Canadian Constitution. All citizens of Canada are entitled to the rights and freedoms contained within. The individuals supported by BeConnected Support Services homes are afforded the fundamental rights and freedoms as prescribed in the Charter.



"It's my home. It's my life."

This statement of rights was developed by the BeConnected Support Services Resident Rights Group, March 31st, 2006.

MES DROITS



MES DROITS

1. Le droit de faire et de participer

- ★ A des tâches
- ★ Du bénévolat
- ★ Du travail
- ★ D'aller à l'école

2. Le Droit au respect et à la dignité

- ★ D'utiliser le téléphone
- ★ À la considération
- ★ À un interprète
- ★ De célébrer ma culture et mon patrimoine

3. Le droit de savoir et de dire

- ★ D'exprimer mes sentiments sans être jugé(e)
- ★ À mon et concernant mon Plan de soins Personnel (PCP)
- ★ D'être écouté(e) par le personnel et ma famille
- ★ D'affirmer mes droits
- ★ De dire ce dont j'ai besoin ou ce que je désire
- ★ De dire ce que je pense du personnel (d'aider avec les évaluations)

4. Le droit de choisir et de décider

- ★ Quel membre du personnel participera à mes sorties ou mes soins personnels
- ★ D'aider à choisir du nouveau personnel pour m'aider
- ★ Quels programmes de télé je regarde, ou quelles stations de radio ou quelle musique j'écoute
- ★ À quelle église je vais (sans être celle de ma famille)
- ★ Ma tenue et ma mode personnelle
- ★ Les aliments que je préfère



Jenny et Alex avec le personnel de soutien lors d'une manifestation locale

5. Le droit de me sentir et d'être en sécurité

- ★ Avec un bon personnel dans une résidence sécuritaire
- ★ D'aller chez le médecin ou le dentiste lorsque j'en ai besoin, et de recevoir les soins appropriés

6. Le droit d'essayer

- ★ D'obtenir mon permis de conduire
- ★ D'aller à bicyclette, à la planche, patiner
- ★ De trouver un emploi
- ★ TOUT!!!!

7. Le droit d'aller dans des endroits

- ★ Prendre un café ou un Coke
- ★ Magasiner ou au centre d'achats
- ★ En vacances

8. Le droit à la vie privée

- ★ Fermer les portes

9. Le droit à l'indépendance

- ★ D'avoir de l'argent dans mon porte-monnaie
- ★ D'avoir un emploi
- ★ D'affirmer mes droits

10. Le droit à des relations

- ★ Avec ma famille
- ★ Avec mes ami(e)s
- ★ Avec des garçons ou des filles
- ★ Avoir des sorties

La Charte canadienne des Droits et Libertés est rattachée à la Constitution canadienne. La Charte renferme les droits et libertés que les canadiens croient nécessaires dans une société libre et démocratique. Toute personne vivant au Canada bénéficie des droits et libertés de la Charte. Comme toute personne au Canada, les résidents de BeConnected Support Services bénéficient de tous les droits contenus dans la Charte



“C'est ma maison, C'est ma vie!”

Cette déclaration des droits a été préparée par BeConnected Day Program Ad Hoc Rights Group, le 31 mars 2006.

