



Rights of Children and Young Persons Receiving Services

May 2019

**A CHILD OR
YOUNG PERSON IS
AN INDIVIDUAL
WITH RIGHTS:**

- Who must always be seen
- Whose voice must be heard
- Who must be listened to and respected

If you are a child or youth who is working with The Children's Aid Society of Hamilton, you have the following RIGHTS:

You have the right to tell the adults working with you what you really think about what is happening in your life.

You have the right to have adults working with you talk to you about why decisions are being made about your life, to listen to your thoughts and answer your questions about those decisions. They will consider what you want.

You have the right to have people ask you about the services you think will best help you and your family. When the adults working with you make decisions about this, they will speak with you and will consider what you have to say.

You have the right to tell the adults that work with you if you are unhappy with the decisions that are being made or the services in place. The adults who work with you will not get mad at you, treat you differently or punish you.

You have the right to be told about these rights in a way that you understand.

You have the right to ask your worker for help from another person to better understand your rights. This person is called a Resource Person.

You have the right to tell the adults working with you if there are people in your life that could help them make the best decisions for you and your family.

You have the right to be told in a way that you understand that if you have concerns you can make a complaint at the Society, or contact the Ontario Ombudsman who could hear your concerns and assist you in promoting your views. (Ways to express concerns or complaints are listed on the back).

You have the right to receive services from the Society that are free from violence. You have the right to not be detained or restrained except as the law permits.

The Children's Aid Society of Hamilton is a designated French speaking agency.
We would be happy to provide a copy of these written rights to you in French.

Complaints

You have a right to complain to someone you trust if you think you are not being heard or your rights are not being respected. You can ask an adult you trust to help. You can make the CAS aware of your concerns by:

- Telling your worker
- Telling your worker's boss (Supervisor)
- Filling out a complaint form on paper or online at www.hamiltoncas.com (You can ask someone for help filling out the form.)
- Telling the Ontario Ombudsman about your concerns.

Ontario Ombudsman's Children and Youth Unit

Toll Free: 1-800-263-2841

Website: www.ombudsman.on.ca



The Children's Aid Society
OF HAMILTON

La Société d'aide à l'enfance
DE HAMILTON

Worker's Name:

Worker's Phone Number:

The Children's Aid Society of Hamilton is located at
26 Arrowsmith Road, Hamilton Ontario
Phone: 905-522-1121 After Hours: 905-522-8053
en français 1 (855) 550-3571 www.hamiltoncas.com