

**Your Voice is Important to us:
You have Rights and the
Power to Speak Up!**

**PART 3: YOUR
RESPONSIBILITIES:**

Remember, everyone has responsibilities, just like in a team. Here are yours:

Communicate: Talk to your worker and caregiver and participate in meetings that affect you.

Learn: Attend school and do your homework. There is tutoring available if you need it.

Let Them Know: Always let your caregivers know where you are when you're not at home.

Show Respect: Show respect to others, their stuff, and their personal space.

Help Out: Help with chores and lend a hand when asked.

Stay Healthy: Look after your body and feelings - that means staying healthy and happy.

Own Your Actions: Be brave and own up to your actions.

My Worker's Name:

My Worker's Phone Number:

My Worker's Email:

Your worker will do their best to get back to you as soon as they can. If they are away, you can call the main office during working hours and ask to speak to a CSW Duty Worker with your concern.

**200 Ardelt Ave., Kitchener, ON N2C 2L9
Phone: 519-576-0540**

**168 Hespeler Rd., Cambridge, ON N1R 6V7
Phone: 519-623-6970**

Mon - Thurs: 8:30-4:30 | Fri: 9:00-4:00

If you have an immediate and urgent concern in the evening or weekend that cannot wait until your worker is back on the next working day, please contact;

**After Hours (evenings/weekends):
519-576-0540 – press 2 to leave a message
and an after hours worker will return your call.**



FAMILY &
CHILDREN'S SERVICES
OF THE WATERLOO REGION

Help Today for a Better Tomorrow



**RIGHTS,
RESPONSIBILITIES AND
COMPLAINTS**
for children in care



PART 1:

YOUR RIGHTS:

Respect for Your Identity:

Your language, culture, religious beliefs, race, sexual orientation, and gender identity should be respected.

*Indigenous children must be able to consult with their FNIM communities.

Privacy: You can request access to your file and should be notified if your privacy was breached.

Reach Out for Help:

You should know how to make a complaint and be able to do so without worrying about any consequences.

Access to Good Care:

You should have good food, proper clothing,

access to medical care, education, privacy, and seeing your family as long as it's safe.

Be Safe: You should never be hit, threatened or have basic needs taken away as a punishment.

Know the

Decisions: You should know why and how decisions about you and your placement are made. You can express your opinion on matters that affect you.

Choose Your

Activities: You can pick the activities you want to do, related to your beliefs, community, and cultural identity.

Participate in Your

Plan of Care: You should be involved in creating your plan of care and any changes to it.

PART 2: THE RIGHT TO MAKE A FORMAL COMPLAINT:

If you believe that your rights have been violated, it's OK to speak up and tell someone!

Talk About It: First, speak to your worker, their supervisor, your caregiver, or a trusted adult ally to report your concern. They are there to listen to you and help resolve your problem!

Time to Understand: Sometimes we may need more time to understand what's upsetting you and that may mean talking to others who are involved. If your concern cannot be resolved right away, we will update you within 7 days. If a formal review is required, we will notify you within 14 days. The review process is intended to be fair and objective and to be resolved as quickly as possible so we can make things better for you.



You're Not Alone: We care about you and take your concerns very seriously.

SEEKING MORE HELP:

- There is a special helper called the **Ontario Ombudsman** (Children & Youth Unit). If you would like to get more help with your problem you can call or write to them anytime.
- Toll free: 1-800-263-2841
Email: cy-ej@ombudsman.on.ca
Website: www.ombudsman.on.ca
- If you are age 12 & over, you can call the Residential Placement Advisory Committee at 226-220-0713 about your placement.
- There is also the Child and Family Services Review Board who can help.
- If you need to talk to a lawyer who knows a lot about rules and laws, you can call the Office of the Children's Lawyer at 416-314-8000.

