



Rights of Children and Young Persons Receiving Services

May 2019

If you are a child or youth who is working with the Catholic 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.

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 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.

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's Office who could hear your concerns and assist you in resolving them. (Ways to express concerns or complaints are listed on the back).

OUR SHARED VISION

Safe and thriving children and youth

Empowered families

Stronger communities

Catholic Children's Aid Society of Hamilton



Société d'aide à l'enfance catholique de Hamilton



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Complaints

If you are unhappy with the way CCAS is working with you and your family, you can make the CCAS aware of your concerns by:

- Telling your worker
- Telling your worker's boss (Supervisor)
- Filling out a complaint form on paper or online www.hamiltonccas.on.ca (You can ask someone for help filling out the form.)

Or you can:

- Tell the Ontario Ombudsman about your concerns.

Ontario Ombudsman

Toll Free: 1-800-263-2841

Website: www.ombudsman.on.ca

Worker's Name: _____

Worker's Phone Number: _____

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

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Catholic Children's Aid
Society of Hamilton

(905) 525-2012 AFTER HOURS (905) 522-8053
EN FRANÇAIS 1 (855) 550-3571
www.hamiltonccas.on.ca @hamiltonccas

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