

Bill of Rights

YSSN's Bill of Rights outlines the principles we follow when serving others. This is not a legal document. These principles are a part of all the services and programs we offer.

You have the right to...

Be treated with courtesy, dignity, and respect.

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Be treated equally no matter your skin colour, ethnicity, creed, age, gender identity or expression, family status, or ability.

Not be harmed, neglected, and/or abused.

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Be treated with compassion and empathy.

Be accepted for who you are, and where you are in your recovery or life journey.

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Understand the information you are given, and have your questions answered.

Get the supports and services that you are eligible to receive.

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Set goals for yourself, make your own decisions, and change your mind about them.

Help plan your transition from YSSN services and get information about other resources.

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Privacy when you meet with your worker or YSSN staff member.

Have information about you kept private, unless you give us permission to share it, or the law requires us to share it.

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Ask to see your personal health information, kept in our paper or computer files.

Disagree with your worker and talk to their supervisor about any concerns you are having with them.

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Complain about YSSN services and not have it change the way you are treated, and to tell YSSN how they can do better.

Use an advocate or legal representative to help if you feel these rights have not been met by YSSN.

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