



## CHARTER OF RIGHTS

The Right to be alive

The Right to freedom

The Right to control what happens to your body

The Right of choice

The Right to have things explained to you

The Right to be heard

The Right to see a lawyer or other advisors

The Right to have enough money to buy food and clothes and have a place to live

The Right to proper medical care

The Right to be educated



DO YOU HAVE ANY CONCERNS?  
DO YOU WANT TO MAKE A COMPLAINT?



COMMUNITY LIVING BELLEVILLE AND AREA ENSURES EVERYONE RECEIVING SUPPORT KNOWS THEIR RIGHT TO RAISE CONCERNS AND IS PROVIDED THE SUPPORT AND A SAFE SPACE TO DO SO.

## MISSION

Community Living Belleville and Area exists to provide quality supports to people with intellectual disabilities and to facilitate their full inclusion in community life. Community Living Belleville and Area is also mandated to educate the larger community and to advocate wherever necessary on behalf of people with intellectual disabilities and their families.

## VISION

Community Living Belleville and Area envisions a community where everyone belongs and all people are valued and respected as participating and contributing members.



## WHAT IS A COMPLAINT?

- ◆ It can be a personal concern related to services you receive;
- ◆ It can be related to a goal/priority through Planning;
- ◆ It can be related to an Annual Rights Assessment;
- ◆ It can be related to the support that is being provided;
- ◆ Complaints can come from family members and/or members of the community;
- ◆ People receiving services, family members, representatives or the general public are welcome to send in complaints or feedback through phone calls, email and written letters.



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### Mailing Address

91 Millennium Parkway, Belleville, ON, K8N 4Z5

The following process is designed to help you address your complaint as quickly and efficiently as possible. It is okay to speak up if you want to make a complaint about the services you receive from Community Living Belleville and Area. You are entitled to receive the support you need to make a complaint. People receiving services will be provided a copy of the Complaint Brochure.

## HOW CAN YOU MAKE A COMPLAINT?

- ◆ Talk to a Direct Support Professional who is directly involved;
- ◆ Talk to an uninvolved Direct Support Professional, someone you trust;
- ◆ Talk to your Community Services Manager or the Manager on Call;
- ◆ You can expect a notification your complaint was received within three business days;
- ◆ If your complaint is not resolved contact the Director of Services or Executive Director at 91 Millennium Parkway;
- ◆ Once they receive the complaint, you can expect a response from them within ten business days.
- ◆ People have the right to seek outside help to resolve their complaint, such as Ministry of Children, Community & Social Services, Ontario Human Rights Tribunal, or the Ombudsman of Ontario.

**Ministry of Children, Community and Social Services**

416-325-5225 | 438 University Ave, Toronto, M5G 2K8

**Ontario Human Rights Commission**

Toll Free: 1-800-387-9080

**OMBUDSMAN ONTARIO**

- Toll-free (inside Ontario only): 1-800-263-1830