

<b>Section: Introduction</b>	<b>Topic: Rights</b>
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## **RIGHTS**

### **Policy:**

- Surex Community Services recognizes the individual rights of people receiving service supports as defined in the Charter of Rights & Ontario Human Rights Code.
- Surex Community Services supports the belief that the people we serve should be free to exercise their rights and personal freedoms as all citizens. Surex is committed to supporting people in exercising these rights. We will safeguard, support and protect the human, civil and legal rights as well as the personal freedoms of all people who receive service supports.
- It is Surex's objective to actively identify any imposed rights restriction(s) placed on a person. Restrictions are only to the degree necessary. Surex will ensure that action is taken to minimize the impact on any other person who may also be affected.
- Where restrictions are believed to be necessary to best support people, Surex is committed to providing him/her with due process to address their concerns.

### **Procedures:**

1. Review of the Rights Policy and Procedures of Surex Community Services is mandatory for all new employees and volunteers at the time of their initial orientation. Employees and volunteers will sign that they have reviewed the Policy and Procedures. This will be retained in their personnel file
2. Rights training will be provided to employees and volunteers, with an annual refresher review thereafter. Dates of the training and refresher reviews will be recorded.
3. Contracts with outside paid resources will contain a statement of compliance with Surex's Rights Policy and Procedures. All outside paid resources, who provide direct support to people receiving service supports, will be required to have orientation on Surex's Rights Policy and Procedures.

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4. New Board Members, as part of their orientation, will be required to review Surex's Rights Policy and Procedures. This orientation will be duly recorded in the board minutes.
5. The Board of Directors of Surex will review its Rights Policy and Procedures on an annual basis, which shall include updating as necessary. These annual reviews will be duly recorded in the board minutes.
6. Surex's Rights Policy and Procedures will be reviewed , with each person accessing service supports and any person acting on their behalf, prior to the commencement of services and annually thereafter.
7. Surex will provide rights training to all people who receive service supports and a refresher will be provided annually thereafter.
8. Surex will ensure people receiving service supports are able to exercise his or her rights, explore what rights are important to them, their options and alternatives, obtain advice and support from others in order to ensure that they have the necessary information and assistance they need to assert their rights, make informed decisions and self-advocate as desired.
9. People supported have the right to request advocates or other trusted people to assist them in ensuring that their rights are honoured.
10. People who feel that their rights have been violated will be supported to seek remedy through due process through Surex Complaint/Feedback process and through other means available to them, should they be required.
11. Surex Community Services will provide information to employees, people receiving services and their family, volunteers on how to access and utilize the Complaint/ Feedback process.

**Rights Protection and Promotion**

1. Surex Community Services will share information with people receiving service supports regarding human rights and responsibilities, in a manner that is clear and understandable. Surex will assist each person to assert his or her rights and to understand his or her responsibilities as they pertain to the rights of others.