



Policy & Procedure: Rights and Freedoms of People Supported Plain Language version

Individuals receiving supports from CLFFD will be treated with respect. Respect means that Support Workers listen to you and give you services in a way that helps you. They ask how you would like things done, like personal care, cooking, house work & shopping. You have the right to have the best possible services we can give you.

CLFFD Support Workers must always treat people gently & with kindness. They can't yell at you or say mean things that make you feel bad.

Support Workers can not take away your money, food, clothes or other belongings without your permission.

Support Workers can not touch you without your permission. They can not try to hurt your body or your feelings.

If someone who works for CLFFD does not respect these rights, then you can talk to another worker or a Supervisor or a Manager about it. Someone will make sure that your rights are not restricted or removed unless you want it that way.

Support Workers can not stop you from doing what you want to do, unless they believe you are in danger of serious harm. You are responsible for taking good care of yourself & you must not harm others.

If a Support Worker believes that they are keeping you or someone else from harm, they might want to restrict or remove one of your rights. When this happens, they will talk to you about the reasons and your options. You have the right to have a committee of people hear what you have to say. Or you can choose not to exercise that right in order to be safe and healthy.