

If you want to talk about anything you've read in this pamphlet or if you believe your rights are not being respected, please do one of the following:

- ◆ Talk to your PLEA worker or program manager.
- ◆ Phone Steve Quinlan at; **604 708 2622** or e-mail him at [complaints@plea.bc.ca](mailto:complaints@plea.bc.ca).

*Through unique services tailored to individual strengths and needs, PLEA helps children, youth, adults and families, who face significant challenges to lead fulfilling lives within their communities*

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#### Your Rights at PLEA

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Tri Cities  
400-906 Roderick Avenue  
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bcgeu

# YOUR RIGHTS AT PLEA

PLEA  
Community Services Society of  
British Columbia

## YOUR RIGHTS at PLEA

PLEA is committed to delivering services to children, youth, adults and families that meet the needs they identify. It's important to us that you are treated with dignity and respect and that your rights are protected.

**These are your rights while you are receiving services from us.**

- ◆ You have the right to be provided with accurate and complete information about the nature and limitations of the services available to you, including your rights and obligations while accessing these services.
- ◆ You have the right to an interpreter if language or disability is a barrier for you in being involved in decisions affecting your care or participation in the organization's services.
- ◆ You have the right to participate in case conferences that concern you and to have decisions that affect your daily life explained to you.
- ◆ You have the right to be consulted and express your views about important decisions that affect you. This includes your written plan that will be followed while you are receiving services from PLEA.
- ◆ You have the right to privacy and to have your personal information protected against unauthorized access and disclosure.
- ◆ You have the right to read PLEA's case records regarding you, ask for corrections and insert your own written statement.
- ◆ You have the right to be treated with dignity and respect. All forms of physical punishment and abuse, humiliating or abusive language, and demeaning behaviour are strictly prohibited at PLEA. If anything like this happens to you, tell an adult you trust right away.

- ◆ You have the right to receive a written receipt for any item or property taken from you.
- ◆ You have the right to have private conversations with a lawyer, the Child and Youth Officer, the Ombudsman, a member of the BC Legislative Assembly or a Member of Parliament.
- ◆ You have the right to be informed about the Child and Youth Officer and to have someone help you to get in touch with them.
- ◆ You have the right to be told about the PLEA and Ministry for Children and Family Development complaints policies and how to make a complaint. Making a complaint cannot be held against you.

- ◆ You have the right to speak to the PLEA manager in charge of the services you are receiving, or the Program Director, or the Executive Director of PLEA.

If you are living in a PLEA Family Care Home you also have following rights:

- ◆ You have the right to live in a safe, healthy and caring home environment. You have the right to be provided with the same quality of care as other members of the family household receive.
- ◆ You have the right to receive a written description of your family caregivers expectations of your behaviour, any house rules that apply to you while you are in their care and the consequences if you do not meet their requirements.
- ◆ You have the right to reasonable privacy and to have your own personal belongings. You also have the right to have a safe place to keep your possessions. This right is subject to criminal law, which means that you cannot have items that could harm you

or someone else, such as drugs or weapons. You cannot receive or keep anything that is illegal, such as stolen property.

- ◆ You have the right to send and receive mail unopened and uncensored. This right is subject to any limitations imposed by a court order or your service plan.
- ◆ You have the right to speak privately with members of your family. This right is subject to any limitations imposed by a court order or your service plan that restricts your right to have contact with someone.
- ◆ You have the right to have visitors following approval and planning with your family caregiver. This right is subject to any limitations imposed by a court order or your service plan.
- ◆ You have the right to receive medical care when you need it. If you do not have a medical insurance number, please bring this to the attention of your family caregiver or worker as soon as possible.

- ◆ You have the right to participate in social and recreational activities if they are available and accessible in the community, and suited to your interests and abilities.
- ◆ You have the right to receive religious instruction and participate in the religious or spiritual activities of your choice. You also have the right to choose not to participate in religious instructions or activities.
- ◆ You have the right to receive guidance and encouragement to maintain your cultural heritage.