

SECTION C:

SUPPORT SERVICES

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INDIVIDUAL WELFARE/RIGHTS POLICY

Community Living-Central Huron endeavours to ensure individuals supported by the Agency and their families are aware of and exercise their rights as individuals. **Notwithstanding these rights, the safety and security of an individual will take precedence.** Non-compliance with the Individual Welfare/Rights Policy is subject to discipline, up to and including dismissal from Community Living-Central Huron's employment and/or volunteerism.

Persons receiving support from Community Living-Central Huron shall be made aware of their rights and shall have the same rights as all Canadian citizens as inscribed by the legislation listed below. It is intended that all legislation is included and is not limited to the following:

- Canadian Charter of Human Rights and Freedoms
- The Ontario Human Rights Code
- The Employment Standards Act
- Freedom of Privacy and Information Act (Freedom of Information and Protection of Privacy Act)
- United Nations Declaration on the Rights of Disabled Persons
- The Substitute Decisions Act
- The Consent to Treatment Act (Health Care Consent Act)
- The Mental Health Act

Also, individuals receiving support will be protected by the Principles, Policies and Procedures adopted by the Board of Directors of Community Living-Central Huron. Examples of such are: Guiding Principles, Confidentiality, Privacy, Behavioural Support, Abuse, Participant Complaint/Grievance, Finances of People Supported, Individual Support, Use of Physical Restraints, Health & Safety and Medication.

Procedure:

The following guidelines are to be used in considering the rights and welfare of persons receiving support. Any staff or volunteer who witnesses or has knowledge of a violation of the rights of an individual being supported shall report the matter without delay to their immediate Supervisor or designate. Such rights would include the:

- a) right to proper medical care and physical therapy and to such education, training, and rehabilitation to enable each individual to develop to their potential;
- b) right to economic security and to a decent standard of living;
- c) right to cultural, ethnic and religious beliefs;
- d) right to perform productive work or to engage in any other meaningful activity;
- e) right to participate in their individualized support plan(s);
- f) right to protection from exploitation, abuse and degrading treatment;
- g) right to due process of law;
- h) right to privacy and to have such right promoted and encouraged;
- i) right to social inclusion;
- j) right to individual choice; and
- k) right to independence.

Protocols:

To assist Staff and Volunteers with providing optimal support, as per individual needs, specific written protocols may be necessary. It is important to consider all factors when developing protocols, such as those listed above under Procedures (a-k). Following are areas, not all inclusive, that may require protocols to ensure the safety, security and welfare of people supported.

- a) Bathing Requirements
- b) Support Approaches
- c) Level of Supervision
- d) Visual Checks
- e) PRN Medications
- f) Intrusive Intervention Protocol

Related Policies/Procedures:

Behavioural Support (C-002)

Individual Support Policy for Persons Supported (C-009)

Orientation for People Supported (C-011)

Medical Care for Persons Supported (C-012)

Bathing and Showering Supervision of Persons Supported (C-014)

Persons Supported Food and Nutrition Policy (C-015)

Missing Person/Unknown Whereabouts Policy (C-016)

Medication Policy and Procedures Manual

Other Related Documents:

Quality Assurance Measures

Occupational Health & Safety Document