

## Indigenous children also have other specific RIGHTS, including:

- ♦ To have access to a band representative from your nation
- ♦ To be provided or have access to traditional foods and practices (i.e. medicines and ceremonies)
- ♦ To be provided or have access to cultural appropriate services
- ♦ To have your culture accepted, supported and incorporated into your everyday life

## How to get help if you have a PROBLEM:

If you need help, you can ask someone you trust to help you.

- ♦ Talk to your caregiver or your worker.
- ♦ If that doesn't help, talk to someone else like a teacher or an adult important to you.

## The Right to Make a COMPLAINT:

As a child or youth in care, you or people who care about you, have the right to ask for help if you think your rights are not being respected.

- ♦ You can share your worries or complaints by telling someone or writing it down and giving it to your worker.
- ♦ You can start by talking to your worker (or to their boss if your complaint is about your worker) and you can bring someone you trust with you. It's likely they can give you the help that you need, and we will tell you if something else needs to happen.
- ♦ If this doesn't help, you can talk to their boss to work out what else can be done to make it better. This will take place within seven (7) days.
- ♦ Sometimes the agency may need time to go through your worries. Within 15 days, your worker, their boss or a Director, will tell you the results. If for some reason more time is needed, they will let you know. They will keep you updating you until they are done. You can also request an update about your complaint at any time.

- ♦ Within seven (7) days of completing the review, your worker or their boss will meet with you to talk about what happened. They will also ask what can be done to better meet your needs in the future.
- ♦ If your complaint is about someone specific, your worker or their boss will also meet separately with them. If any other children/youth saw what happened to lead to your complaint, they will also meet with them.
- ♦ When you are 12 or older, you can take any complaints about your placement to the **Residential Placement Advisory Committee (RPAC)**. They are a group of people in the community whose job is to look at your placement, review your concerns and suggest next steps. You can ask your worker for an RPAC meeting, or you can ask directly.

If you are from Haldimand-Norfolk,  
call **REACH** at **519-587-2441**.

If you are from Brantford/Brant County,  
call **CONTACT BRANT** at **519-758-8228**.

Your worker will help you get ready for this.

- ♦ If you are still not happy after RPAC reviews your complaint, you can ask your worker or their boss to help you contact the **Child and Family Services Review Board**. You can also call them directly at: **1-888-777-3616**.
- ♦ We will keep a note about your complaint because it's important.

If at any point during your complaint you need help, you can contact any of the three supports listed below:

**Ontario Ombudsman**  
Call Toll Free: **1-800-263-2841**  
Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)  
[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

**Office of the Children's Lawyer**  
**1-416-314-8000**  
(if you need a lawyer)

**Your First Nations, Inuit or Métis Representative**  
Your worker can help with this.



**Child and Family Services of Grand Erie**  
Phone: **519-753-8681**  
Toll Free: **1-888-753-8681**  
E-mail: [general@cfsge.ca](mailto:general@cfsge.ca)  
Website: [cfsge.ca](http://cfsge.ca)

# Know Your Rights and Responsibilities

## A Guide for Young People in Care



For Young people

Under the age of 12 ...

[cfsge.ca](http://cfsge.ca)

## Child and Family Services of Grand Erie

CFS GE is responsible to make sure your rights are met, give you a safe place to live, clothes and other help like connections to your community, counseling and your own worker.

### Your worker can help you by

- ♦ Explaining your rights to you
- ♦ Treating you with respect
- ♦ Listening to you
- ♦ Making sure you know about the choices you have
- ♦ Making sure you have what you need to go to school, to be healthy and to be safe
- ♦ Making sure you know who you can talk to if you have a problem



## You have RIGHTS:

### You have the right to:

- ♦ Be who you are
- ♦ Feel safe and be treated with respect
- ♦ Speak up and be heard
- ♦ Be recognized and respected for your identity including culture, 2SLGBTQIA+, race, language etc.
- ♦ Identify a resource person to help us understand your identity and unique cultural heritage
- ♦ Visit with your family if it is safe
- ♦ Be involved in planning for you
- ♦ Send and get letters
- ♦ Be given food that is good for you, and that you would eat at home
- ♦ Go to school
- ♦ Visit the doctor and dentist
- ♦ Have clothes that fit and keep you warm
- ♦ Play games and sports
- ♦ Share your feelings and ask for changes
- ♦ Know why you aren't with your family right now
- ♦ Not to be hit or treated badly
- ♦ Have private time on your own, unless it is not safe
- ♦ Join activities that are important to you
- ♦ Know the rules of where you live and what will happen if you break the rules

### You have legal rights:

- ♦ To call a lawyer
- ♦ If you are involved in court, to have a lawyer represent you & to call as needed

For more information on your rights, go to:

[www.ontario.ca/RightsResource](http://www.ontario.ca/RightsResource)

## You have RIGHTS (continued)

- ♦ Meet privately with your worker or lawyer
- ♦ See your worker regularly
- ♦ Know you can ask for a different worker
- ♦ Call the Ontario Ombudsman's Office for help

## You also have RESPONSIBILITIES:

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Responsibilities are rules that make it easier to live together. They tell us what to expect and how to act.

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### It is your responsibility to:

- ♦ Talk with your worker
- ♦ Talk to your caregivers
- ♦ Go to school and do your homework
- ♦ Respect other people and who they are
- ♦ Allow other people to be alone
- ♦ Be helpful to others
- ♦ Follow the rules of the house
- ♦ Be respectful of those you live with



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