

The rights of children in Care

- ∞ The right to be fed, clothed and nurtured according to community standards and to be given the quality of care as other children in placement;
- ∞ To have your natural connections to family, school and community maintained;
- ∞ To be informed about your plans of care;
- ∞ To be consulted and invited to express your views about significant decisions affecting you;
- ∞ To reasonable privacy and to possession of your personal belongings;
- ∞ To be free from corporal punishment;
- ∞ To be informed of the standards of behavior expected by your caregiver and of the consequences of not meeting their caregiver's expectation;
- ∞ To receive medical and dental care when required;
- ∞ To participate in social and recreational activities according to availability and your abilities and interest;
- ∞ To receive religious instruction and to participate in religious activities of your choice;
- ∞ To receive guidance and encouragement to maintain your cultural identity;
- ∞ To be provided with an interpreter, if language or disability is a barrier, to consult you on decisions affecting your custody of care;
- ∞ To privacy during discussions with members of your families, subject to any court orders that limit the access of family members to the child to protect the safety of the child;
- ∞ To privacy during discussion with lawyer, staff member from the Representative for Children and Youth, the Ombudsperson, a member of the Legislative Assembly or a member of Parliament;
- ∞ To be informed of the procedures available for enforcing your rights

Remember:

Representative for Children and Youth

Phone: 1-800-476-3933
Fax: 250-356-0837
E-mail: rcy@rcybc.ca
Website: www.rcybc.ca

Office of the Ombudsperson

Phone: 1-800-56703247
Fax: 250-387-0198
Website: www.ombudsman.bc.ca

Metis Family Services

Phone: 604-584-6621
Fax: 604-582-4820
Website: www.metisfamilyservices.com



Complaints Resolution Process for Children in Care

Empowering children and youth to solve problems

Métis Family Services



A supportive agency working hand in hand to nurture, protect and promote balance within families

13639 108 Avenue Surrey BC,
V3T2K4

We are committed to:

- ∞ Treating young people with dignity and respect.
- ∞ Clear and timely communication.
- ∞ Ensuring complaints are heard by decision makers.
- ∞ Including complainants in finding solutions.
- ∞ Advocacy and complainants right to have an advocate present.
- ∞ Notice of complaint outcome(s).
- ∞ Clarity about the roles of people involved in a complaint.
- ∞ Timely decisions.
- ∞ Clarity about the roles of people involved in a complaint.
- ∞ Consistency.
- ∞ Compliance with legislation and policy.
- ∞ Cultural appropriateness in how we work with complainants.

How does the complaint resolution process work?

If you are unhappy with the services provided to you, MFS provides an internal process to address a complaint. Our complaint resolution process is guided by the principles of administrative fairness.

Complaints can include:

- ∞ How you were treated, including dignity, respect and cultural sensitivity
- ∞ Complete and adequate communication
- ∞ Eligibility of services
- ∞ Access to services

INTERNAL PROCESS

- ∞ Discuss the issue with your social worker.
- ∞ If you are dissatisfied or there are outstanding issues you can ask your worker's supervisor to become involved, to come to a resolution.
- ∞ If the supervisor could not resolve the issue, you may meet with the manager responsible for the office for a review of the matter.
- ∞ If you believe the manager's review was unsatisfactory, you may appeal to MFS Chief Executive Officer (CEO).

EXTERNAL PROCESS

- ∞ If you do not agree with the outcome of the internal complaint resolution process, you may choose to pursue the matter through an external process. Contact information is provided on the back of the brochure.
- ∞ The external process can include a review the Representative for Children and Youth and the Office of the Ombudsperson.

INVOLVING AN ADVOCATE

- ∞ During the complaint process you may involve an advocate to provide you with support. An advocate may be your caregiver, a family member, a friend, or support worker, or any other person you choose, as long as the advocate agrees to work within the complaints resolution process

Your worker's role is to offer supports and services to young people in care, and their families, in a culturally appropriate way. **Most of your concerns can be addressed by talking to your worker or your worker's supervisor.**