

Rights and Responsibilities of Individuals, Parents /Legal Guardians

Parents/ Guardians/Individuals have the Right to:

- ✓ Access services from TRCL (Thomas Robinson Consulting Ltd) when eligibility criteria is met.
- ✓ Have services in their home town.
- ✓ Choose, review, adjust or decline services as determined by the family / individual's needs.
- ✓ Receive resources and community information.
- ✓ Meet regularly with the Consultant in their home community.
- ✓ To be part of all program and assessment processes, and have all information shared in a meaningful manner.
- ✓ Have services regardless of, sex, race, religion, appearance, sexual orientation, disabilities or marital status- freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- ✓ Be treated with respect, trust, honesty, acceptance, fairness, and dignity.

Parents/ Guardians/Individuals are Responsible for:

- ✓ Consenting to services.
- ✓ Regularly reviewing and updating the Consent forms
- ✓ Sharing what you want and information needed to develop the program.
- ✓ Letting us know – if you would like to review / change your program
- ✓ Treating TRCL employees with respect and dignity

What you can expect from us: We will:

- ✓ Treat you and your family with respect.
- ✓ We will listen to, respect your opinions and ideas that are relevant to program services.
- ✓ Keep your information private and confidential. We will not release any information without informed written consent.**
- ✓ Respect your right to privacy.
- ✓ Include you in program decisions.
- ✓ Provide services based on needs/goals.
- ✓ Provide you with information that is clear and understandable.
- ✓ Provide access to relevant records.
- ✓ Provide suggestions and information.
- ✓ Listen to your concerns.

** Please be advised TRCL staff are required by law to report any disclosure or indication of abuse or if we believe that an individual is in danger. We are required by law to release information/documents if a court order or subpoena is issued

TRCL Service Philosophy:

- ✓ Family Centered. Families know their children best and have the right and responsibility to advocate for them.
- ✓ Individual Planning; All programs are based on cooperatively developed goals according to the individual needs of the person receiving services.
- ✓ Community based services: program choices and service delivery will be centered in their home community
- ✓ Shared Responsibility: Team decision making will always include families and / or individuals
- ✓ Inclusion. Each person has the right to feel a sense of belonging in his/her home community

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