



Rights of Persons Served

Ann Davis Transition Society recognizes the rights of individuals accessing services as defined in current governmental laws and regulations, including the **Canadian Charter of Rights and Freedoms**, the **Canadian Human Rights Act**, the **BC Human Rights Act** and as defined by the service principles or expectations outlined by the relevant funding bodies.

Ann Davis Transition Society provides information on rights and responsibilities to individuals accessing programs and services in ways that are clear and understandable. These rights are available prior to registering for services and when persons first come in contact with the society.

Ann Davis Transition Society acts in accordance with and recognizes that each individual accessing services or programs has the right to:

- Understand their rights with the society in plain language;
- Be free from abuse, neglect, retaliation, humiliation, financial or any form of exploitation;
- Physical security and well-being;
- Emotional support;
- Assistance during a crisis or to prevent a crisis.

Ann Davis Transition Society Safe Houses will provide:

- Safe shelter and support for women and their dependents based on fair policies;
- Safe, secure and appropriate sleeping accommodation for women and their dependents;
- Basic needs for daily living;
- Emotional support and/or counselling;
- Goal planning;
- Legal advocacy;
- Bedding, towels and personal hygiene products for women and their dependents;
- Laundry facilities or laundry products and services, either on-site or off-site, at no cost to the woman;
- Food;
- Accommodation for companion pets.

Voluntary Participation, which includes an individual's right to:

- Progress through goal planning or programs at their own level of comfort, including making their own decisions and choices without coercion or undue influence.

Informed Consent and Choices, which includes an individual's right to:

- Be informed about the policies of Ann Davis Transition Society that have a direct impact on them;
- Access information and opportunities that enable them to explore options and understand the potential implications of any choices;
- Be central to any planning or decision-making processes that affect the individual;
- Be informed and included in the decisions made about the individual and their family;



Other Rights of Individuals:

- Confidentiality and privacy in accordance with the **Private Information Protection Act and the Freedom of Information and Protection of Privacy Act**, including the maintenance of confidentiality of records;
- Respect and dignity including to be treated without discrimination on the basis of race, religion, culture, sexual orientation, gender identity, social condition, and physical or mental disability or ability;
- Freedom from financial exploitations;
- Be informed of their human, legal and civil rights and to speak up and be heard when a person feels their rights have been violated;
- Access legal representation when required;
- Make a complaint or appeal a decision;
- Independence from the religious, political and social beliefs or affiliations of the society's employees and volunteers.

Ann Davis Transition Society:

- Is committed to client rights being consistently maintained throughout all society residences, services and programs, and,
- Will redress any violation of client rights immediately.

Equality Impact Statement

Ann Davis Transition Society is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds. This policy has been assessed accordingly.