

Bill of Rights

You have the right to...

YSSN's Bill of Rights outlines the principles we follow when serving others. This is not a legal document. These principles are a part of all the services and programs we offer.

1. Be treated with courtesy, dignity, and respect.

3. A safe environment, free from abuse, harm, neglect or retaliation.

5. Be accepted for who you are, and where you are in your recovery or life journey.

2. Be treated equitably no matter your skin colour, ethnicity, creed, age, gender identity or expression, family status, or ability.

4. Be treated with compassion and empathy.

6. Receive information in a way that is easy to understand and to have your questions answered.

You have the right to...

7. Get the YSSN supports and services that you are eligible to receive.

8. Set goals for yourself, make your own decisions, and change your mind about them.

9. Help plan your transition from YSSN services and get information about other resources.

10. Meet privately with your worker, with what you share staying confidential unless you give permission or the law requires us to share it.

11. Ask to see your personal health information, kept in YSSN paper or computer files.

12. Disagree with your worker and complain about YSSN services without it affecting how you are treated.

13. Have an advocate or legal representative help you if you feel these rights were not respected.

We encourage open, respectful conversations, and we rely on polite, non-threatening communication from everyone involved to maintain a safe and welcoming space.