

**Purpose:**

Quality Assurance Measures (QAM), as part of the Service and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, are developed for the purpose of ensuring that those we support have both security and a meaningful and satisfying life as defined by themselves and their involved family and friends as appropriate.

The following information will be shared whenever any adult person first receives service from Extend-A-Family and be reviewed every year thereafter. It will also be posted on the EAFWR website at [www.eafwr.on.ca](http://www.eafwr.on.ca).

**1. Our Mission:**

Building community, dignity, belonging.

**2. Service Principles:**

Our service principles promote individualized approaches to supporting people with disabilities through social inclusion and respecting individual choice, respect for diversity and independence.

**i. Individual Focus**

The individual will be the focus in the planning, development and delivery of services and support. Each person has the basic human right and freedom to have his/her abilities, interests and needs used as the basis for planning, development and delivery of support and services for work, play and worship in his/her community or neighbourhood.

**ii. Individual Planning and Support**

Personal support plans (also known as individual support plans) must be prepared in such a way as to be supportive of the individual concerned having opportunities to live a meaningful and satisfying lifestyle and to interact as an equal in his/her community with opportunities for personal growth through education and training.

**iii. Self-Determination and Control**

Every individual has the right to be as fully in control of his/her life as possible. To the degree that individuals have ability to choose between alternatives, they are considered responsible for their choices and actions.

**iv. Individual Autonomy and Rights**

Extend-A-Family will encourage and support appropriate autonomy for those they serve to create an environment where they are able to exercise their rights and independence responsibly and adaptively.

**3. Statement of Rights and Responsibilities:**

It is the responsibility of the staff of Extend-A-Family to ensure that all adults who are served are aware of their citizenship rights as well as Extend-A-Family's commitment to support them in a manner that is respectful and honours their citizenship rights.

- You are a citizen.
  - All citizens have rights and responsibilities.
1. You have the right to be safe at home, at work, and in your community.
  2. You have the right to choose the relationships you have in your life.
  3. You have the right to be able to vote (if you meet residency requirements).
  4. You have the right to choose to practice any religion or no religion.
  5. You have the right to privacy with your mail and other personal matters.
  6. You have the right to say “NO” to anything that does not feel right to you.
  7. You have the right to decide the important things that will happen in your life.
  8. You have the right to be respected for who you are and what you do.
  9. You have the right to grow, learn and try new things.
  10. You have the right to stand up for your rights and the rights of others.
  11. You have the right to take risks once you are informed of the consequences.
  12. You have the right to volunteer, work and be involved in your community.
  13. You have the right to be paid fairly for your work when employed.
  14. You have the right to be proud of who you are.

**4. Confidentiality/Privacy Policy (plain language):**

Because agencies that support people with disabilities sometimes need to share information with each other about a person, this policy outlines when and how this can happen in order that the rights of the person being served are respected.

- i. All employees, volunteers and Board members of Extend-A-Family cannot talk about you with each other unless you agree that they can in order to give you the best support and service possible - we call this “on a need to know basis”.
- ii. All employees, volunteers and Board members of Extend-A-Family cannot share any information about you to people or agencies outside of Extend-A-Family without your written consent, and including the names of those people in the consent document. This includes written documents, pictures and posting information or pictures on the internet, for example, on Facebook.
- iii. Information can be shared about you, without your written consent, if not sharing this information means you will be at risk of injury or death (example, with a doctor), or if the information is requested by a Court of Law.
- iv. You have a right to review your Extend-A-Family records. In order to do this you must make this request in writing to the Executive Director of Extend-A-Family which will make the record available within two (2) working days of your request.

**5. What to do if you believe your rights are not respected - Giving Feedback or Making a Complaint:**

1. Tell the Extend-A-Family staff what happened that you believe was wrong. Ask them to support you to make it right.
2. Tell your family members or advocate (a person who you trust to speak for you) what happened that you believe was wrong. Ask them to tell the staff to support you in making it right.

3. If you have asked the staff and your family members and they do not support you to make it right, then you can ask the Executive Director of Extend-A-Family to support you to make it right.
4. Ask for and have someone explain to you clearly, what you can do if you have a complaint or want to give feedback about the service or support you receive. They will share with you, and explain in plain language, the Feedback/Complaints Policy of Extend-A-Family.
5. A copy of the full Feedback/Complaints Policy and Procedures can be made available to you or can be seen on our website [www.eafwr.on.ca](http://www.eafwr.on.ca).

**6. Knowing your Rights and Responsibilities:**

1. You will receive a copy of this document as an Extend-A-Family participant.
2. Your family members and/or persons you choose may also be given a copy so that they will be able to support and advise you.
3. A staff member will review this with you every year to make sure that you know what your rights are.
4. If you need another copy of this you can ask a staff member for one at any time. This is also posted on the Extend-A-Family website ([www.eafwr.on.ca](http://www.eafwr.on.ca)).

I have read, understood and had the opportunity to ask questions about the above information.

By signing below I agree this version of the Confidentiality/Privacy Policy has been shared with me. I have received a copy of this form and am aware that the original form is in my file. A copy of the full Confidentiality/Privacy Policy is available, if I request it.

Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Signature of Extend-A-Family Staff Person: \_\_\_\_\_

Date: \_\_\_\_\_ Annual Review Date: \_\_\_\_\_

October 2011  
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