



THE GROVE

YOUTH WELLNESS HUBS

RIGHTS AND RESPONSIBILITIES

Every youth who receives services at The Grove benefits from knowing and understanding their rights and Responsibilities. Your Privacy is important to us at The Grove – Youth Wellness Hubs Ontario. *The Youth Rights and Responsibilities defines the rights of youth when at the Grove, and their responsibilities towards staff, other youth, and families on site.*



YOU HAVE A RIGHT :

1. To know that your participation is completely voluntary, and services can be stopped at any time.
2. To be heard, and express how you feel, your thoughts and opinions and share how you want your care to look like.
3. To participate in the process of assessment and service planning.
4. To be treated with respect and dignity regardless of age, race, ethnicity, sexual identity, gender identity and culture, expression, religion, or abilities.
5. **Be aware that your right to privacy can be overridden if you find yourself in a situation whereby there may be harm to self-and/or others and this may include, Family and Children's Services, and 911 and/or police.**
6. To know and understand your responsibilities at the Grove Hubs.
7. To confidentiality and understand the exceptions and limits of confidentiality.
8. To confidentiality in a virtual setting, where those providing care have taken necessary precautions to ensure your privacy is maintained.
9. To understand how to gain access to your file.
10. To know the following systems securely share electronic information to provide timely and coordinated youth care: CaseWORKS; My Wellness Passport, and some agencies have access to Clinical Connect, Health Report Manager and e-referrals.

Visit thegrovehubs.ca to join our community.

833-43-GROVE (47683) March 2022

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- 11.** To know all staff, volunteers, researchers and agents of Grove partners have signed an annual confidentiality pledge and are obligated by law to follow all Ontario privacy laws.
- 12.** To be aware only staff who need to see your personal health information are allowed to access it.
- 13.** To have your information shared with health-care providers and trainees involved in your care.
- 14.** To know that only general information about your health to your family, friends or significant others who ask will be shared unless I expressly asked Grove staff not to, and only information that may be shared will be in general terms, such as “no concerns” and in a crisis, only need to know information will be shared. Your express consent (verbal) is required to disclose any further information.
- 15.** To be asked for your express consent (written or verbal) before your information is collected, used, or shared for any purpose other than healthcare.
- 16.** To have the opportunity to withhold or withdraw your consent and/or put a block on part or all your record at any time by contacting the relevant Privacy Officer of any of the Grove partners
- 17.** To know your information will not be identifiable for any program evaluation and research projects but will include anonymous valuable information about how to continually improve programs and ultimately the lives of youth who come to the Grove.
- 18.** To have opportunity for voice to be heard when the Grove is conducting youth satisfaction surveys by allowing your name, contact information, and dates of your visits accessible for staff to send surveys as this information will help to improve care for youth.
- 19.** To be aware Grove partners are allowed under law to use your personal health information to train and educate staff and to obtain payment for Grove services, like OHIP and funders and any release of this information will be protected and secure when transmitted.
- 20.** To know The Grove is dedicated to supporting the Youth Hub by raising funds for research, education and improvement of youth care and your name and address will not be released if I tell the Grove participants not to do so.
- 21.** To provide feedback regarding your experience and know that it will be received and addressed within a timely and responsive approach by the relevant staff and organizations at the Grove.
- 22.** To be informed of tours at hub locations by staff whenever possible, so you can decide whether you would like to remain in the hub for its duration. If notice cannot be given (such as for informal tours) hub staff will do their best to maintain your privacy, should you be present.





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PARENTS/GUARDIANS OF YOUTH UNDER 16 YEARS WHO ARE RECEIVING ASSESSMENT AND TREATMENT HAVE THE RIGHT TO:

1. Be a participant in the assessment and service planning process.
2. Be informed of all service emergencies regarding a youth.
3. Be advised of the rights, responsibilities, and complaint procedure of The Grove.
4. Be aware there will be some exceptions if the youth is between 12-16 and does not want parental/guardian involvement.

YOU ARE RESPONSIBLE FOR:

1. Participating in your assessment and service plan and the development of mutually agreed upon goals.
2. Attendance to scheduled meetings and appointments and to notifying the appropriate person if you are unable to attend.
3. Providing information that will be helpful during the assessment and service process.
4. Respecting the property and rights of other clients and staff of the Grove.
5. Respecting the safety of The Grove by abiding by all health and safety guidelines, such as, COVID-19 screening, or dangerous items on site.
6. Ensuring people in your photos or videos have given explicit consent to be in them in order to protect their privacy and rights





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YOUTH'S RIGHTS RESOURCE BEYOND THE GROVE

RESOURCE LINKS

- Child, Youth and Family Services Act, 2017 (<https://www.ontario.ca/laws/statute/17c14>)
- United Nations Convention on the Rights of the Child (<https://www.unicef.ca/sites/default/files/imce>)
- Right to be safe, hard, and cared for (<https://www.ontario.ca/laws/statute/17c14#BK6>)
- Rights about how your personal information is collected, used and shared (<https://www.ontario.ca/laws/statute/17c14#BK380>) (<https://www.ipc.on.ca/privacy-individuals/filing-a-privacy-complaint/>)
- If you need help beyond what is available to you at the Grove, contact the Ontario Ombudsman (<https://www.ombudsman.on.ca/what-we-do/topics/children-youth>)
- If you need to talk to a lawyer, you can get legal help from: Justice for Children and Youth website (<https://jfcy.org/>)
- Law Society of Ontario (<http://www.lso.ca/>)
- If you need health and peer support beyond the Grove - you can call Kids Help Phone (<https://kidshelpphone.ca/>)
- Mental Health Services for children and youth (<https://www.ontario.ca/page/mental-health-services-children-and-youth>)
- First Nations and Inuit Hope for Wellness Help Line (<http://www.hopeforwellness.ca/>)
- Confidential, non-judgmental, and informed LGBTQ12S peer support Youth line (<https://www.youthline.ca/>)
- Free Medical Advice and speak to a registered nurse Telehealth Ontario call toll free (<https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>)
TTY: 1-866-797-0007 or 1-866-797-0000

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