



YOUR RIGHTS WHEN RECEIVING SERVICES FROM PEEL CHILDREN'S AID SOCIETY

When you or your family are receiving services from Peel CAS, you have the right to:

- Be treated with dignity, respect, and have your culture, language, identity, and spirituality recognized and supported
- Receive professional, timely, and responsive service that meets your needs
- Be actively involved in decisions that affect you and your family
- Participate in the development and review your service plans
- Have your questions answered and understand the reasons for decisions made about you
- Share feedback, raise concerns, or make a complaint without fear of negative consequences
- Have your personal information kept private and confidential, and will only be shared when legally required or when necessary to keep you safe
- Request access to your personal information and records

Rights of Children and Youth in Care

If you are a child or youth in the care of Peel CAS and living in foster care, a group home, treatment setting, or youth justice facility, you have additional rights related to your care, safety, well-being, and participation in decisions about your life. You can learn more about these rights through:

- The Ontario Ombudsman
- The Information and Privacy Commissioner of Ontario

If You Have Concerns or Feel Your Rights Are Not Being Respected

You have the right to make a complaint. You can contact the Children and Youth Unit at the Ontario Ombudsman's Office:



1-800-263-2841 or 416-325-5669



cy-ej@ombudsman.on.ca



www.ombudsman.on.ca/what-we-do/topics/children-youth



Additional Resource

[Children and young persons' rights resource](#)