



Transition Home Client Service Charter

At Youth Habilitation Quinte Inc. (Youthab), all services are voluntary and the client has a voice in determining their service needs and in the decision-making regarding their service and/or care. We have a responsibility to advocate on behalf of our clients. We are accountable at all times to the client, community and funder for the quality of service we provide.

Mission

Youthab supports, empowers and connects individuals to obtain and maintain affordable housing, good mental health and employment, facilitating their transition to independence.

Principles We Value:

All individuals have the following rights in the Transition Home and Supportive Housing:

- Right to receive humane care and treatment with respect
- Right to be treated with compassion, kindness and dignity
- Right to privacy and confidentiality*
- Right to feel safe, free of discrimination and judgment
- Right to be informed of legal reporting in situations which may involve the police or CAS
- Right to be yourself and freedom to choose
- Right to participate actively in your goals, service and/or care plan
- Right to access information regarding scope of services including housing options
- Right to therapeutic interventions for youth ages 16 to 24
- Right to be connected to addictions and mental wellness services
- Right to quality services to support and meet your needs
- Right to equality in accessing services
- Right to a copy of your file or test results upon written request, and a copy of any fees and charges incurred during your stay
- Right to have space for each resident's personal belongings
- Right to voice a concern with a staff member and the Residential Services Manager

*An exception will be made in life threatening situations or conditions.

Residents have a responsibility to:

- Provide complete and honest information about their home/personal situation, enabling proper evaluation and goal setting.
- Ask questions to ensure an understanding of the program's expectations.
- Respect other residents and residential staff. Any abuse and/or bullying is absolutely forbidden and failure to adhere will result in immediate discharge and possible involvement with Police Services.
- Pay rent by the first of each month.
- Use in-house laundry facilities and food for their own consumption.
- Clean their rooms, complete chores and participate in life and social skills sessions.
- Respect the property and the privacy of other residents.
- Be involved in a day program through attendance at work, school, volunteer placement, looking for work or a combination of these listed activities.

How You Can Help Us to Help You:

- Providing our staff with accurate and up-to-date contact and other relevant information
- Being on time for appointments, workshops and groups
- Treating everyone, including other residents and our staff, with politeness and respect

We Welcome Your Feedback

At Youthab, we are committed to enhancing the quality of our services for all clients. Sharing your feedback regarding our care and services lets us know what we are doing well and where we need to improve. Your comments or suggestions for improvement are important to us and provide an opportunity to make our care and services better. We offer a number of ways for you to tell us how we are doing. You may assist us by:

- completing the Client Satisfaction Survey
- completing the Ontario Perception of Care Survey
- contacting us through our website at www.youthab.ca
- writing to our Residential Services Manager at the Transition Home, 45 Victoria Avenue, Belleville, ON K8N 1Z8
- writing to us at Youth Habilitation Quinte Inc., 210A Front Street, Belleville, ON K8N 2Z2