

# RIGHTS OF ABORIGINAL PEOPLES LIVING WITH HIV/AIDS

## WE HAVE THE RIGHT TO:

1. Be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider.
2. Be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
3. Be dealt with by the service provider in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors
4. Information about the community services provided to him or her and to be told who will be providing the community service.
5. Participate in the service provider's assessment of his or hers requirements and a person who is determined under this act to be eligible for a community service has the right to participate in the service provider's plan of service, the service provider's review of the person's requirements as well as the evaluation and review of the person's plan of service.

6. Give or refuse consent to the provision of any community service.
7. Raise concerns or recommend changes in connection with the community service provided to him or her in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
8. Be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.
9. Have his or her records kept confidential in accordance with the law.
10. Live a free and dignified life, including having the right to be given quality health care as guaranteed in the treaties of Canada and those given to citizens of Canada.
11. Access to Spiritual teachers and participate in ceremonies as children of the Creator.
12. Not to be condemned, judged or forgiven as to how we acquired this disease.
13. Expect our service providers be sensitive and knowledgeable about HIV/AIDS and act in the best interest of all living with or affected by HIV/AIDS
14. Engage in and continue intimate and sexual relationships ensuring risks will be addressed through safer-sex awareness and practices, and respect.
15. LIVE!

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# A Guide to: COMPLAINTS & CONCERNS PROCEDURE



For more information please

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Introduction to the Complaints & Concerns Procedure

2~Spirits is committed to providing quality programs and services to Aboriginal people living with HIV/AIDS and the Two Spirit community.

Sometimes due to the sensitive nature of our work, issues may arise that will lead to dissatisfaction in the service we provide. If these issues cannot be resolved through discussions with the staff member involved, the following procedure has been established and is your guide on how to formally present your complaint.

In each step of the Complaints & Concerns Procedure, an incident report form will be taken during the meetings between yourself and representatives of 2~Spirits. Once you are satisfied with the incident report form expressing your issue, you will be asked to sign and date it. A copy of the incident report form will be given to you.

You are welcome to have a support person present at any time throughout this process.

Step One

Discussion with your Worker

Discuss the issue directly with the Worker who is responsible for providing services to you. Be sure to let your Worker know the details of your

complaint or concern. Your Worker will go over your complaint \*\* or concern and record it on an incident report form.

Step Two

Discussion with the Executive Director

If the issue has not been resolved in Step One, you may bring the matter to the attention of the Executive director. You need to call ahead to book an appointment with the Executive Director so they may make time to listen to your issue.

The Executive Director will meet with you within seven (7) business days. A decision will be made within three (3) working days after your meeting.

Step Three

Access to the Dispute Resolution Committee of the Board of Directors

If you are not satisfied after meeting with the Executive Director, you have the right to request a meeting with 2~Spirits' Dispute Resolution Committee of the Board of Directors. You can do this by asking the Executive Director to put in a request for you. You can request this in person, by email or by telephone.

The Board will meet within fifteen (15) days after learning of your report to get familiar with the details. They will make a decision within a further seven (7) business days after they have met. You will be advised of what action will take place at that time.

\*\* It is your responsibility to keep the agency updated with your contact information

The following qualify to use this complaints & concerns procedure:

- Members of 2~Spirits
- Volunteers of 2~Spirits
- Clients of 2~Spirits
- Families and loved ones of 2-Spirits clients
- Professional Colleagues

