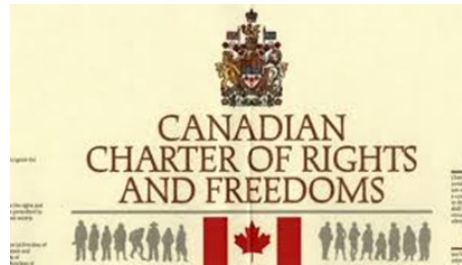


## Mission

Community Living Belleville and Area exists to provide quality supports to people with intellectual disabilities and to facilitate their full inclusion in community life. Community Living Belleville and Area is also mandated to educate the larger community and to advocate wherever necessary on behalf of people with intellectual disabilities and their families.

## Vision

Community Living Belleville and Area envisions a community where everyone belongs and all people are valued and respected as participating and contributing members.



## CHARTER OF RIGHTS

The Right to be alive

The Right to freedom

The Right to control what happens  
to your body

The Right of choice

The Right to have things explained  
to you

The Right to be heard

The Right to see a lawyer or other  
advisors

The Right to have enough money  
to buy food and clothes and have a  
place to live

The Right to proper medical care

The Right to be educated

PEOPLE  
FIRST  
of CANADA



PERSONNES  
D'ABORD  
du CANADA

**WOULD YOU LIKE TO  
MAKE A COMMENT, A  
SUGGESTION OR A  
COMPLAINT?**

**DO YOU HAVE ANY  
CONCERNS?**



**Community Living  
Belleville and Area will  
ensure that all people  
receiving support are  
aware of their right to  
express complaints about  
services and will be  
provided the necessary  
supports to do so.**

## What is a Complaint?

- ◆ It can be a personal concern related to services you receive;
- ◆ It can be related to a goal/priority as determined through Planning and Personal Outcome Measures Interview;
- ◆ It can be related to an Annual Rights Assessment;
- ◆ It can be related to the support that is being provided;
- ◆ Complaints can come from family members and/or members of the community;
- ◆ People receiving services, family members, representatives or the general public are welcome to send in complaints or feedback through phone calls, email and written letters.



## COMPLAINT PROCESS

The following process is designed to help you address your complaint as quickly and efficiently as possible. It is okay to speak up if you want to make a complaint about the services you receive from Community Living Belleville and Area. You are entitled to receive the support you need to make a complaint. People receiving services will be provided a copy of the Complaint Brochure.

### How Can I Make a Complaint?

- ◆ Talk to a Direct Support Professional who is directly involved;
- ◆ Talk to an uninvolved Direct Support Professional;
- ◆ Talk to your Community Services Manager or the Manager on Call;
- ◆ Request a Personal Outcomes Interview;
- ◆ You can expect a response to your complaint within three business days after your complaint is submitted;
- ◆ If your complaint is not resolved contact the Director of Services or Executive Director at 91 Millennium Parkway;
- ◆ Once they received the complaint, you can expect a response from them within ten business days.
- ◆ People have the right to seek outside help to resolve their complaint, such as Ministry of Children, Community & Social Services, Ontario Human Rights Tribunal, or the Ombudsman of Ontario.

If you feel it is a better option to submit your complaint directly to the Executive Director or the Director of Services, please see below.

**Darlene Dale**  
 Executive Director  
 613-969-7407 Ext. 26  
 E-mail:  
[ddale@communitylivingbelleville.org](mailto:ddale@communitylivingbelleville.org)

**Sandra Coates**  
 Director-Adult/Senior Services and  
 Community Participation Supports  
 613-969-7407 Ext. 33  
 E-mail:  
[scoates@communitylivingbelleville.org](mailto:scoates@communitylivingbelleville.org)

**Janet Chouinard**  
 Director, Community Outreach and  
 Innovative Supports-Child and Family  
 Services  
 613-969-7407 Ext. 32  
 E-mail:  
[jchouinard@communitylivingbelleville.org](mailto:jchouinard@communitylivingbelleville.org)

CLBA mailing address is:  
 91 Millennium Parkway  
 Belleville, ON  
 K8N 4Z5

