



1499 Queen Street West, Toronto, Ontario M6R 1A3

Member's Bill of Rights

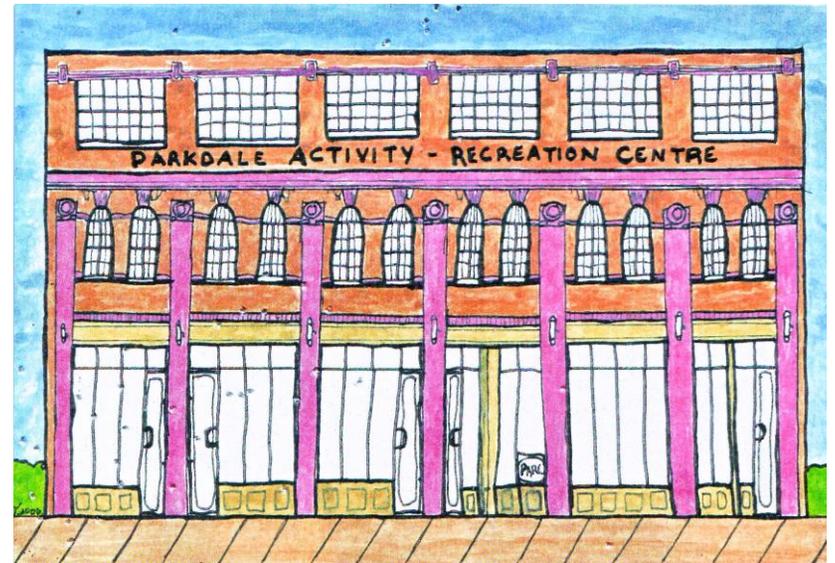


1499 Queen Street West, Toronto, Ontario M6R 1A3

**The Parkdale Activity - Recreation Centre:
A community where people rebuild their lives.**

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Complaints are important, they tell us if we've missed something or if the way we are doing something causes difficulty for others. Sometimes complaints are hard to give. Sometimes complaints are hard to receive.

It is our commitment that PARC develop a complaint procedure that is accessible, available and constructive.



Introduction

Development of the Members Bill of Rights

The Members Bill of Rights has been created through a complex and varied group process.

The earliest development directions leading to this document were inspired and promoted within the PARC Action Group.

A members writing group tackled later stages of development. They worked with a variety of research materials; using human rights legislation, Town Hall and small group discussions to create a number of drafts of this document.

Review and Approval of the Members Bill of Rights

The final draft of the Bill of Rights was finally completed in the spring of 2007. It was reviewed by the PARC Board of Directors and approved for use in PARC in May 2007.

Members Bill of Rights Overview:

The Members Bill of Rights describes many of the core values, beliefs and daily practice guidelines found within the PARC Community. Among its directions and intents are the following:

- Protects the rights of vulnerable members who are unsure of their own voice
- Promotes individual choice & personal autonomy in accepting or refusing PARC services and supports
- Directs membership support be a voluntary process motivated by encouragement and understanding.
- Describes PARC commitments and accountability to the PARC general membership.
- Affirms the importance of each individual member's life experience as a means for personal learning and change
- Affirms members' right to live their own lives.
- Encourages members to be assertive and to care for self.
- Encourages members to care for and seek understanding of others.
- Promotes the development of a healthy and safe PARC community for members and staff

Acknowledgments:

PARC would like to express gratitude for the following member contributions to this document: Various members of the PARC Action Group, Glen McGregor, John Rogers, Marlene Carey, Brenda Swainson, Heinz Klein and Glen Pappin.

Right # 9

Members have the right to complain constructively

Below is a brief explanation of how a complaint can be brought forward currently.

Members can complain in the following ways:

1. To a Member Caucus representative
2. To a front-line staff person
3. To an area Coordinator
4. To a management position – Program Director, Financial Director or the Executive Director
5. To the Board of Directors

If a member has a complaint about another member then they can do any of the above but a front-line staff person may be the best first step.

If a member has a complaint about a staff member they should see the area Coordinator. If a member has a complaint about a Coordinator they should see the Program Director. If the complaint is about the Program or Financial Director the member should see the Executive Director. If the complaint is about the Executive Director then the complaint should be directed to the Board of Directors through the Co-Chairs of the board.

PARC Commitments

1. To train, educate and supervise staff practices so that they are guided by the principles of community development and other emerging / innovative practices such as: recovery, harm reduction, community action research and other good practices endorsed by PARC management and member leadership.
2. To support member involvement in the development and use of good practices within all PARC program areas.
3. To manage and allocate resources based on directions and needs identified in consultation with member leadership, dedicated consultation with its general membership and capacity to do so.



Parkdale Activity and Recreation Centre

Member's Bill of Rights

Overview

You have the right to ***Personal Safety within PARC*** and the Responsibility to respect other member's personal safety.

You have the right to ***belong and be active in a welcoming/inclusive community*** and the Responsibility not to interfere with others belonging and activity needs.

You have the right to ***be yourself and express your views*** providing these expressions do not harm other members.

You have the right to ***be informed, consulted and involved*** and the responsibility to ask for information to gain understanding of the function of the PARC community and its programs and services.

You have the right to ***be free from discrimination, oppression and violations of basic human rights*** and the responsibility to address infractions to these rights.

You have the right to ***support, affirming your humanity and understanding of self and others*** within the boundaries of available resources.

You have the right to **use opportunities to gain knowledge through learning and skill development promoting positive personal growth** within the boundaries of available resources.

You have the right to **complain constructively using the available means and processes** and the responsibility to address through this process violations against the above stated rights.

You have the right to ***receive and provide services and supports following both, mental health recovery and Harm reduction principles and practices*** within the boundaries of available resources.



RIGHT # 8

Members have the right to receive and provide services, supports and resources based on:

Reasonable access to: resources that strive to support personal survival, healing, quality of life, hope, self determination, self expression, self help and peer support. Recovery principles and practices, Harm Reduction principles and practices, community development, volunteer opportunities at all levels within the PARC organization where such opportunities exist.

Member Rights

1. The right to volunteer according to personal ability and interests.
2. The right to be informed of and choose recovery oriented and/or harm reduction oriented services and supports within the PARC community.
3. The right to be linked with services and supports found outside of the PARC program upon request.

Member Responsibilities

1. Member volunteers have the responsibility to be on time for their shift and let the volunteer coordinator know if they are not able to attend PARC in a timely manner (in accordance with volunteer guidelines).
2. Members will share the use of PARC resources fairly.
3. Members will repay or return any borrowed or loaned PARC resources.

RIGHT # 7

Members have the right to obtain knowledge, learning and skill development promoting positive personal growth.

Member Rights

1. The members have the right to be a learner.
2. The members have the right to participate in conferences, workshops and training opportunities that support PARC community development and are endorsed by member leadership direction.

Member Responsibilities

1. Members will make every effort to be open-minded and willing to learn.
2. Members will strive to build personal awareness.
3. Members will encourage the personal growth of self and others.
4. Members will report back and share the experience and learning acquired in PARC sponsored education.

PARC Commitments

1. To provide encouragement towards progressive learning that supports personal growth.
2. To support membership access to conferences, workshops and community education resources in accordance with its funding and capacity to do so.

RIGHT #1

Members have the right to personal safety within PARC.

Member Rights

1. The right to be free of physical, emotional and sexual harassment.
2. The right to be free of physical, verbal or emotional violence.
3. The right to be free of fear caused by intimidation, manipulation or exploitation by others.

Member Responsibilities

1. Members will make effort to respect one another and PARC through their words and actions.
2. Members will strive to improve their communication skills to reduce fear, anxiety and increase the safety of the PARC community.

PARC Commitments

1. To provide reasonable options for training, education, personal support to members that builds confidence, trust and safe communication practices within PARC.
2. To operate within guidelines, policies and procedures promoting community membership safety.
3. To take appropriate action as soon as practicable to prevent harm and promote safety within PARC whenever this need arises.
4. To provide an accessible member complaints process.

RIGHT #2:

Members have the right to belong and be active *in* a welcoming / inclusive community.

Member Rights

1. The right to be welcomed and informed about PARC
2. The right to access PARC as a social and personal support system during posted operation hours.
3. The right to ask for, receive or refuse personal support
4. The right to be oneself provided one does not interfere with the right of others

Member Responsibilities

1. Members will not abuse or take advantage of PARC's welcoming and open access to resources and programs.
2. Members will make effort to positively acknowledge and greet each other and staff

PARC Commitments

1. To meet with new members and help them feel welcome.
2. To provide opportunities for members to be fully informed about PARC supports, services, resources and programs through personal and written communications.
3. To strive towards the provision of personalized support reflecting individual needs and values.

RIGHT # 6

Members have the right to obtain support, which re-affirms their humanity and their understanding of self and others.

Member Rights

1. The right to give and receive kindhearted support
2. The right to strive for meaningful emotional, physical, and spiritual support from others.
3. The right to self-help support resources that meet emotional, physical or spiritual needs

Member Responsibilities

1. Members will respect the differences between themselves and others
2. Members will make effort to care for self and others.

PARC Commitments

1. To facilitate support between members (peer to peer).
2. To build community awareness and understanding of the benefits of peer support
3. To support the development of, and access to, the resources needed to promote strong peer support initiatives within the PARC community.

PARC Commitments

1. To display and explain public guidelines that support anti-discrimination and anti-oppression practices. For example the Ontario Human Rights Code.
2. To support membership and staff activities in pursuit of basic human rights.
3. To seek educational opportunities that support a PARC community striving to be free of discrimination and oppression, and provide these opportunities as often as it is practicable.



RIGHT # 3:

Members have the right to be themselves and express their views, provided this expression does no harm to others.

Member Rights

1. The right to be listened to and have personal opinions heard.
2. The right to reasonable, personal privacy as a member of the PARC community.

Member Responsibilities

1. Members will make effort to express themselves in ways that do not abuse, insult or harm others deliberately
2. Members will make effort to listen to others respectfully
3. Members will strive to give and receive kindhearted listening.

PARC Commitments

1. To support personal self-expression relative to each individual's need and confidence
2. To promote an atmosphere of tolerance, respect and understanding of people's differences
3. To provide opportunities that increase member self esteem.
4. To acknowledge and affirm the importance and value of each member's life experience and personal story.

RIGHT # 4:

Members have the right to be informed, consulted and involved in the function of the PARC community and its programs /services.

Member Rights

1. The right to freely choose involvement or participation in PARC programs and services according to personal needs, interests and wants.
2. The right to be consulted and informed about changes or issues affecting the functioning of PARC.

Member Responsibilities

1. Members will strive to participate in programs or services as fully as possible.
2. Members will make effort to inform themselves and their peers about PARC activities to support member community involvement.

PARC Commitments

1. To create, provide, and maintain information pathways, which support member awareness and involvement.
2. To provide regular opportunities for membership consultation through a variety of methods such as: information meetings, Town Halls, strategic planning and the evaluation of PARC programs.
3. To ensure member involvement in the governance of PARC and the leadership direction of its programs.
4. To ensure member representation in the evaluation of PARC staff.

RIGHT # 5

Members have the right to be free from discrimination, oppression and violations of their basic human rights.

Member Rights

1. Members and staff are equal in dignity and rights.
2. The right to be free from discrimination based on race, colour, sex, gender orientation, language, religion, political opinion, culture, ability, disability or status (rich or poor).
3. The right to be free of verbal abuse and personal insults causing discrimination or oppression to occur.
4. The right to seek fulfillment of shelter, housing, personal health and security.

Member Responsibilities

1. Members will not use discriminatory language or actions that oppress others
2. Members will act to reduce the barriers causing discrimination or oppression.
3. Members and staff will communicate and provide support in ways that do not oppress and limit others.