



# WIN House Shelter

## Personal Rights Guide

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When you come to a WIN House shelter, we want you to feel informed and supported.

This guide outlines what you can expect and explains your rights while staying with us.

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## RIGHT TO DIGNITY & RESPECT

While staying at WIN House, you have the right to be treated with dignity and respect at all times, regardless of your race, culture, colour, religion, sex, age, mental or physical disability, socioeconomic status, sexual orientation, gender identity, or legal status.

### **You have the right to:**

- Receive services that are non-judgmental, respectful, and based on facts—not gossip or assumptions.
- Have your needs, wishes, values, beliefs, and lived experiences respected.
- Receive care and support that focuses on safety, healing, and well-being.
- Keep and use your personal belongings and access secure storage, in line with safety requirements and the rights of others staying at WIN House.

## RIGHT TO SELF-DETERMINATION

While staying at WIN House, you have the right to identify your own needs and goals. These will guide your service plan, and support will be provided in a way that respects your choices.

### **You have the right to:**

- Choose from available supports and services. You will not be denied other options if you decide not to participate in a specific service or program.
- Be informed and involved in decisions that affect you during your stay.
- Decide what personal information you choose to share.
- Make mistakes without judgment.
- Access support from WIN House staff at any time, day or night.
- Decline or stop services at any point.
- Connect with spiritual advisors of your choice and practice your religious or spiritual beliefs, including observances, rituals, customs, and dress.

## RIGHT TO CONFIDENTIALITY

While staying at WIN House, you have the right to privacy and confidentiality, in accordance with the law.

### You have the right to:

- Communicate privately with others, as permitted by law.
- Have your personal information and records kept confidential, in line with legal requirements.
- Have your privacy respected at all times.
- Connect with spiritual advisors of your choice and practice your religious or spiritual beliefs, including observances, rituals, customs, and dress.

## RIGHT TO TRANSPARENCY

While staying at WIN House, you have the right to transparency and clear communication.

### You have the right to:

- Be informed about and included in case planning and any significant decisions that affect your life or stay at WIN House.
- Receive information in a clear, respectful way that helps you understand your options and next steps.
- Access a professional interpreter when needed.
- Be part of an environment that supports open, honest, and effective communication.

## RIGHT TO FREEDOM FROM HARM

While staying at WIN House, you have the right to be safe and free from harm.

### You have the right to:

- Be free from physical, sexual, verbal, emotional, and financial abuse.
- Be free from discrimination, harassment, retaliation, unjust punishment, and exploitation.
- Not be coerced, confined, or detained at WIN House.

# RIGHT TO BE FULLY INFORMED

While staying at WIN House, you have the right to receive clear, honest, and accurate information.

## You have the right to:

- Be informed of your rights as outlined in this Charter of Rights.
- Receive honest and accurate answers to questions about services, including:
  - The name and qualifications of service providers.
  - Recommendations for services.
  - How to seek an opinion from another provider.
  - Where to access additional information, if desired.
- Receive information about services, procedures, rules, policies, and rights that apply to you while staying at WIN House, including your role as a WIN House advocate, and to access this information in writing.

# RIGHT TO BE HEARD

While staying at WIN House, you have the right to share concerns, ask questions, and provide feedback without fear.

## You have the right to:

- Make a complaint, access advocacy, and share suggestions or inquiries.
- Make a complaint without fear of retaliation or retribution.
- Be informed about relevant internal and external complaint processes.
- Make a complaint to the individual(s) who provided the service, the Shelter Manager, Shelter Director, or the CEO.

## When using WIN House's complaint process:

- You have the right to have a support person of your choice assist you through the complaint process.
- Staff will support a fair, simple, and timely resolution.
- Your complaint will be acknowledged and documented, and you will be informed of its progress, in writing if requested.
- All complaint resolutions will be consistent with this Charter of Rights.

# RIGHT TO QUALITY SERVICES & SUPPORT

While staying at WIN House, you have the right to receive quality, respectful, and client-centred services and support.

## You have the right to:

- Receive services that meet legal, professional, ethical, and other relevant standards.
- Fair and equitable access to a range of services and supports.
- Assistance, based on your needs and wishes, to access financial support, housing, education or vocational training, employment supports, health care, identification, and social, recreational, and community supports.
- Support to meet your basic needs, including sufficient and nutritious food that respects medical, religious, personal, and cultural requirements.
- Documentation, referrals, and reports that are relevant, evidence-based, and free from unfounded conclusions, prejudice, value judgments, or labelling language.
- Evidence-informed, choice-based consultation and reasonable accommodations needed to access services.
- Coordinated and collaborative care among service providers to support quality and continuity of care.
- Daily access to the outdoors.
- Seek an additional medical opinion.
- Be informed of the names and roles of staff providing services, and to express preferences, which will be considered whenever possible.



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**HELPLINE:**  
**780-479-0058**

**ONLINE RESOURCES:**  
**[www.winhouse.org/resources](http://www.winhouse.org/resources)**