

HOMELESS

CHARTER RIGHTS

EVERYONE DESERVES TO BE TREATED WITH DIGNITY AND RESPECT.
IF YOU ARE EXPERIENCING HOMELESSNESS, THESE ARE YOUR RIGHTS.

You have the right to:

Be treated the same as any other person by government and public services like hospitals, income support & AISH offices, schools and police

Be treated fairly in the legal system. This includes how you are treated by police, other peace officers, lawyers, and judges.

Not lose or miss out on services you need just because you do not have identification.

Medical treatment/care. You should not to be turned down or get less care because you are experiencing homelessness.

Ask for a Patient Advocate to support you with your physical or mental health care concerns.

Privacy. No one can share your personal information without your permission.

See your file and to correct information if it is wrong.

Apply for any housing advertised for lease. You should not be turned down because you are getting money from social assistance, disability, or other benefits.

Use outdoor spaces, parks, public benches, and public transit.

Not be charged, ticketed or threatened just for being in a public place, or using public services.

Choose where you stay. No one can force you to stay at a shelter.

Not be searched, questioned or pressured without a legal reason. This includes your property.

See the rules of any shelter or agency. You have the right to have these rules read to you or explained to you.

Make a complaint if you have been mistreated by:

- Shelter/agency staff or volunteers
- Police
- Health care
- Government workers

Bring a support person with you if you make a complaint against a shelter or agency. You have the right for staff to listen to your side before they make a decision.

Support for any physical or mental disabilities you have. The staff should work with you if your disability makes it harder for you to follow a shelter or agency's rules.

Not be discriminated against or harassed because people think you are different.

Keep your property. If you have property against the rules of a shelter or agency you have the right to leave peacefully with your property. Staff cannot take your property without your permission.