

Head Office, Peterborough

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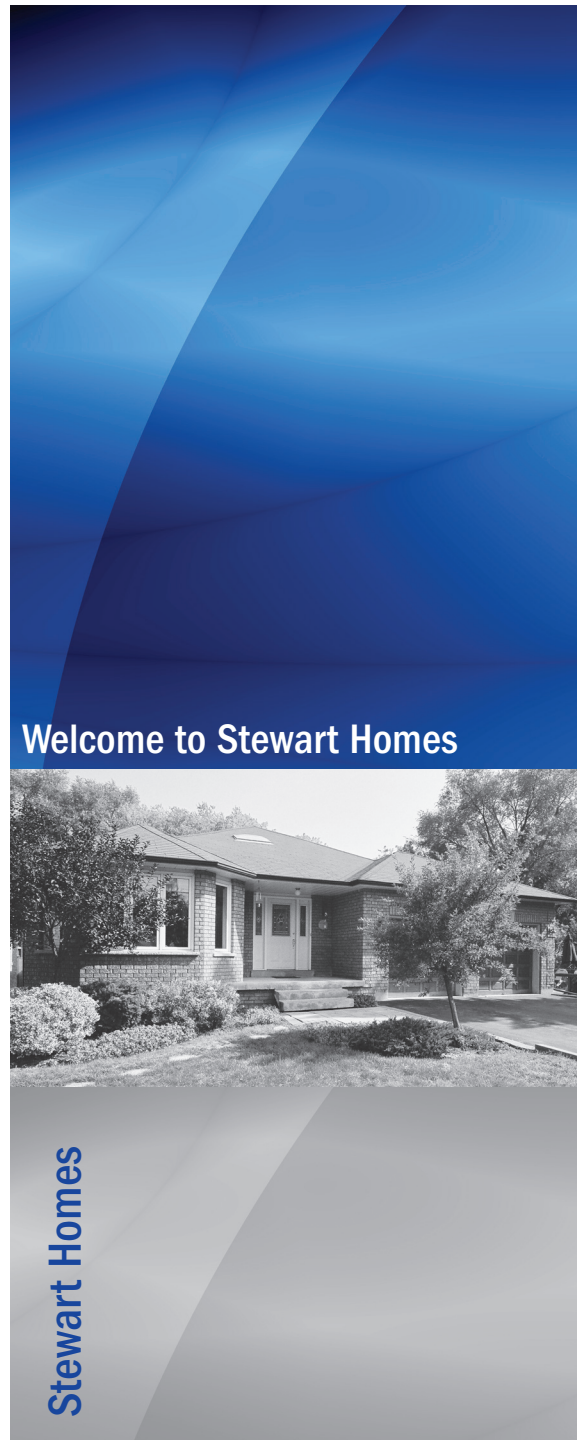
www.stewart-homes.com

Stewart HOMES



Stewart Homes is CARF accredited for its Community Housing Programs for Children and Adolescents and its Community Integration Programs for Medically Fragile Children.

Licensed by the Ministry of Community and Social Services, Ontario.



W e l c o m e

We understand how difficult it is to be separated from a child that you love. When a child moves into a Stewart Homes residence, there is a period of adjustment for everyone. The staff will orient you to the home and will respond to any questions or concerns that you have in your capacity as an advocate for your child. You are encouraged to spend as much time as necessary in the residence in order to help your child adjust to residence life and to familiarize yourself with the routines of the home.

There are many regulations, policies and procedures in place to ensure that children residing at Stewart Homes receive excellent care. You will become familiar with many of these during your association with Stewart Homes.

This document is designed to provide you with information that you need at the beginning of your child's stay at Stewart Homes.

Further Questions?

We expect you will speak to staff representatives about many issues relating to your child’s care. Our goal is to provide an environment in which the best outcomes are possible for each resident. Your input is valued and always welcome.

If you have any questions or concerns about the day-to-day care your child receives at Stewart Homes please speak to his or her Residence Supervisor.

If you have further questions or continue to have concerns after you have spoken to the Residence Supervisor, please speak to the Program Manager.

Do not hesitate to direct questions, comments or concerns to the Director of Operations at any time. Your child’s care and wellbeing are important to us.



Children’s Rights at Stewart Homes

All children in residential care have guaranteed rights.

First, residents have a right to be informed of their rights. Since many of our residents are unable to understand the nature of their rights, it is necessary to ensure that each child’s advocate is fully informed.

The rights of residents in care are the following:

- the right to regular visits and phone contact with their family, and the right to enjoy private time with family members;
- the right to seek assistance from the Office of Child and Family Service Advocacy, to speak in private with their lawyer and to contact a member of parliament, an advocate appointed by the Office of Child and Family Service Advocacy, or the Ontario Ombudsman;
- the right to send and receive uncensored mail. Staff members will assist a resident who requires assistance opening, reading, or sending correspondence;
- the right to reasonable privacy and to the possession of personal property;
- the right to practice their religious beliefs. Parents retain the right to direct their child’s education and religious upbringing;
- the right to a Plan of Care designed to meet their particular needs and a right to participate in the making of the Plan to the best of their ability. As your child’s advocate, you will be invited to attend all Plan of Care meetings;
- the right to appropriate nutrition and clothing;
- the right to regular medical and dental care;
- the right to receive an education that corresponds to their aptitudes and abilities;
- the right to participate in recreational and community programs.

- the right to participate to the best of their ability in all decisions that effect them. As an advocate for the resident you will be invited to participate in decisions concerning medical treatment, education, religion and decisions relating to the resident’s discharge or transfer from the placement;
- the right not to be kept in a locked room or locked premises;
- the right to be protected from corporal punishment.

The Office Of Child And Family Service Advocacy

The Office Of Child And Family Service Advocacy is a government office that has no affiliation with Stewart Homes or with any Children’s Aid Society. This office is available to assist children in care and their families who are not satisfied with the response of Stewart Homes and/or a Children’s Aid Society to concerns raised by the child or their family. This office also provides assistance to families whose needs exceed the resources available through Stewart Homes or the Children’s Aid Society.

Pamphlets published by The Advocacy Office are provided with this document and are always available in the residence.

We know that open communication between you and our staff will help your child benefit from the specialized residential environment provided by Stewart Homes.

Working together, we can provide the best possible outcomes for you and your child.

Residential Placement Advisory Committee (RPAC)

RPAC is an advisory committee mandated by the Child and Family Services Act to review placements of children and youth in institutional residential services to ensure their placement needs are being met.

It is also the committee’s responsibility to listen to

children and youth who object to their placements to ensure that those children and youth are appropriately placed.

With a duty to advise, inform and assist parents, children and service providers, the advisory committee reviews:

- every residential placement of more than 90 days;
- every placement of a child aged 12 or older who objects to the placement;
- existing or proposed residential placements the Minister refers to the committee.

Each region of Ontario has its own RPAC Committee.

Your Input

Your input is always welcome and valued. Please take a moment to review the Stewart Homes website at www.stewart-homes.com where you will find links to a “Service Satisfaction Survey” and a “Suggestion Box”.

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