

Bill of Rights

TNO - The Neighbourhood Organization mission: We strengthen quality of life through services, engagement, partnerships, and advocacy

Everyone at TNO - The Neighbourhood Organization has the right to:

1. Be treated with dignity, courtesy and respect
2. Expect that the organization will offer services that are responsive to service user's needs and delivered in such a way that strives to eliminate any form of discrimination such as race, ethnicity, religion, gender, sexual orientation, financial ability, disability or age
3. Have information relating to his or her service plan kept confidential in accordance with the law
4. Access information kept in the client's record and client service plan according to TNO-The Neighbourhood Organization policy
5. Request service in the languages of choice, recognizing that the organization will not always be in a position to provide service in the language of choice
6. Service free of mental, physical, emotional, sexual or financial abuse
7. Refuse service where the client has been informed of and understands the effect of refusing the service
8. Be informed of TNO-The Neighbourhood Organization's rules and policies that affect the service provisions
9. Be informed of the procedure for initiating complaints about service without fear of reprisal

TNO - The Neighbourhood Organization Locations:

Main Office: 18 Thorncliffe Park Drive , Toronto, ON M4H 1N7 | Tel: 416-421-3054

TNO @ Flemingdon: 10 Gateway Blvd., Unit 108, Toronto, ON M3C 3A1 | Tel: 416-424-2900 Ext 0

EarlyON Child & Family Centre @ TNO: 45 Overlea Blvd. , Unit 108A, Toronto, ON M4H 1C3 | Tel: 416- 421-8997

TNO Youth Centre: 45 Overlea Blvd., Unit 108 , Toronto, ON M4H 1C3 Tel: 416-421-8397

TNO @ 1 Leaside: 1 Leaside Park Drive, Unit 7, Toronto, ON M4H 1R1 | Tel: 416-467-0126

TNO @ Crescent Town: 2A the Market Place, Toronto, ON M4C 5M1 (Crescent Town Club) | Tel: 416-690-6385

TNO @ St. James Town: 200 Wellesley St. East, Toronto, ON M4X 1G3 (St. James Town Community Corner)

| Tel: 416-964-6658

For more information please email info@tno-toronto.org or visit www.tno-toronto.org