

CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

Individuals who access the services of the Alzheimer Society have the right to the following:

1. The right to receive services in a respectful manner and to be free from physical, sexual, mental, emotional, verbal, and financial abuse by the provider.
2. The right to receive services in a manner that respects your dignity and privacy and that promotes autonomy and participation in decision-making.
3. The right to receive services in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, familial, and cultural factors.
4. The right to receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. The right to receive services in a culturally safe manner for those who identify as First Nations, Métis, or Inuk.
6. The right to clear and accessible information about your services.
7. The right to designate a person to be present with you during assessments.
8. The right to participate in and/or designate a person in the assessment of your needs, development of your care plan, reassessment of your needs and revision of your care plan.
9. The right to receive assistance in coordinating your services from the health service provider or the Ontario Health Team.
10. The right to raise concerns or recommend changes in connection with the service provided to you and in connection with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
11. The right to be informed of the laws, rules and policies affecting the operation of the provider of the Ontario Health atHome service, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.
12. The right to give or refuse consent to the provision of service.
13. The right to receive services in a culturally safe and person-centered manner.

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Individuals who access the services of the Alzheimer Society also have the following responsibilities:

1. To understand that verbal or physical abuse of staff, students, volunteers, and visitors will not be tolerated.
2. To be respectful of other clients, visitors, and staff.
3. To take part in your care plan to the best of your ability.
4. To understand that the needs of other clients may sometimes be more urgent than your own.
5. To be honest about your personal health information.
6. To keep track of and look after your personal property and valuables.

**For more information, contact the Society's
Main Office at:**

61 Great Northern Rd.
Sault Ste. Marie, ON P6B 4Y8
705-942-2195

Sault Ste. Marie Office Hours:
Monday to Friday 8:30 a.m. to 4:30 p.m.

info@alzheimeralgoma.org
www.alzheimer.ca/algoma



Alzheimer Society
SAULT STE. MARIE
& ALGOMA DISTRICT

**Community
Outreach Support
Worker Program**

Supported by:
 **Ontario**
North East Local Health
Integration Network

Community Outreach Support Worker Program

The Alzheimer Society of Sault Ste. Marie and Algoma District (the Society) provides Community Outreach Support Workers to assist the person living with dementia and his/her family. The Community Outreach Program is designed to provide meaningful programming while supporting the person living with dementia. Our Community Outreach Support Workers provide the opportunity for care partners to step away from their caregiving responsibilities to take time to focus on themselves.

Q. How does the program work?

A. The Community Outreach Support Worker will work with you and your family to develop an appropriate support plan that will reflect the unique needs of the person living with dementia and his/her care partner.



Q. How long will my loved one be eligible for the Community Outreach service?

A. This will vary depending on the person's needs, his/her family's needs and the availability of the Community Outreach Support Worker.

Q. How much does this service cost?

A. There is no cost to you for the Community Outreach Support Program. This program is funded by Ontario Health North East.

Q. Will my information be kept confidential?

A. Yes. The Alzheimer Society's privacy policy states that the Society collects and records only that information which is necessary to provide you with appropriate services. This information is not shared with anyone else unless you provide consent. Additionally, the information collected about you in relation to the service, will not be used for any other reason (e.g., fundraising) by the Society.

Q. How do I provide feedback to the Society?

A. The Alzheimer Society welcomes all comments, both positive and negative, about the services the Society provides. All programs have an evaluation component, and it is quite likely that you will be asked to complete a satisfaction survey during your involvement with the Society. You may also address any verbal or written complaints to the Executive Director, who will investigate your concern(s) and advise you of the outcome. The Society also has an appeal process, whereby you can discuss your concern(s) with the President of the Board of Directors. If your concern is still not resolved to your satisfaction, you may contact the Health Services Appeal and Review Board at 1-866-282-2179.

ABOUT THE ALZHEIMER SOCIETY

The Alzheimer Society is a non-profit charitable organization that was formed in 1985 to meet the needs of people living with Alzheimer's disease and related dementias and their families in Sault Ste. Marie and Algoma District. It is governed by a volunteer Board of Directors and is affiliated with the provincial and national Alzheimer Society organizations.

MISSION STATEMENT

To alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

ADDITIONAL PROGRAMS OFFERED

- Individual and group support and education for persons living with dementia and their care partners
- Walking Group
- Coffee Club
- Transition Support Program
- First Link® Program
- Recreation Therapy Program
- Minds In Motion Program
- Adult Day Program