

## CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

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

1. To be treated with dignity, courtesy, and respect, and in a manner that promotes the person's autonomy and respects the person's individuality.
2. To expect that the Society will offer services that are flexible, responsive to client needs, and delivered free of any discrimination.
3. To expect to receive the most current information about dementia and appropriate community services.
4. To have personal information kept confidential in accordance with privacy legislation.
5. To access information contained in their files according to Society policy.
6. To service free of mental, physical, emotional, sexual, or financial abuse.
7. To refuse service when they have been informed of and understand the effects of refusing service.
8. To be informed of the laws, rules, and policies that affect the service provision.
9. To raise concerns or recommend changes about the service provided without fear of reprisal.
10. To participate in making care decisions and to provide meaningful input into the way the service is provided.
11. To be informed in a timely manner of changes to the service plan or discharge from service.
12. To request service in the language of one's choice, recognizing that the Society may not always be in a position to provide service in the language of choice.

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

1. To treat the service provider with dignity, courtesy, and respect.
2. To maintain a safe working environment.
3. To refrain from subjecting the service provider to any form of abuse. This also applied to family members.
4. To inform the service provider in a timely manner when a change in service is requested, or when the service is no longer required.
5. To disclose to the service provider all relevant information which would affect the safe delivery of service.
6. To make every effort to improve communication by providing the services of a translator (family member or friend) when the Society is unable to provide service in the language of choice and the client cannot make his/her preferences known in either official language.
7. To be available to discuss the service plan.

### **Main Office:**

341 Trunk Rd., Sault Ste. Marie, ON P6A 3S9  
705-942-2195

### **East Algoma Office:**

100 Manitoba Rd., Elliot Lake, ON P5A 3T1  
705-848-8145

### **North Algoma Office:**

37 Broadway Ave., Wawa, ON P0S 1K0  
705-856-0000

[info@alzheimeralgoma.org](mailto:info@alzheimeralgoma.org)  
[www.alzheimer.ca/algoma](http://www.alzheimer.ca/algoma)

Supported by:



**Alzheimer Society**  
SAULT STE. MARIE  
& ALGOMA DISTRICT

**Family Services**

*Help when you need it.*

## FAMILY SERVICES

The Alzheimer Society of Sault Ste. Marie and Algoma District provides support and education for families affected by Alzheimer's disease or a related dementia. Whether in a group format or an individual private session, the Society's First Link Coordinator will assist you and/or your family to work through the complex issues associated with a diagnosis of dementia.

### **Q. How can the Alzheimer Society help me?**

A. The Alzheimer Society can provide you with up-to-date information to help you understand the diagnosis better. We can also provide you with information about other community services you may find helpful now or later, as well as provide support and guidance throughout the dementia journey.

### **Q. What if I don't have Alzheimer's disease but another form of dementia?**

A. The Alzheimer Society provides services to people affected by all forms of dementia, including vascular dementia, Lewy Body dementia, and Pick's disease (frontotemporal lobe dementia).

### **Q. Do I need to have an official diagnosis of dementia to be eligible for Alzheimer Society services?**

A. No. While we encourage you to see your doctor in order to understand the cause of the memory loss, services will be provided by the Alzheimer Society without an official diagnosis if there are indications that a dementia might be occurring.

### **Q. Should I wait until later in the disease to contact the Alzheimer Society?**

A. No. In fact, the earlier you come to see us, the more prepared you and your family will be to cope with the disease. The Alzheimer Society has various programs to assist you through all stages of the disease. Clients are discharged from services when program goals have been met or when the program is deemed inappropriate to meet client/caregiver needs.

### **Q. Will my information be kept confidential?**

A. Yes. The Alzheimer Society's privacy policy states that we collect and record only that information which is necessary to provide you with appropriate services. This information is not shared with anyone else unless you give your permission. Additionally, the information collected about you to provide you with 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 service we provide. All programs have an evaluation component, and so it is quite likely that you will be asked to complete a satisfaction survey at some point during your association with us. You may also address any verbal or written complaints to the Executive Director who will investigate your concern and advise you of the outcome. The Society also has an appeal process, whereby you can discuss your concern with the President of the Board of Directors, and if your issue 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 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 improve the quality of life for people with Alzheimer's disease and related dementias and to provide support for their caregivers.

## PROGRAMS & SERVICES

- Support and education for persons with dementia and/or their family members
- Learning Series
- Peer support
- Safely Home® registry
- Customized education sessions and workshops
- Lending library
- First Link® direct referral program
- In home Recreation Therapy program