

## **Client's Bill of Right's**

1. The right to be dealt with in a courteous and respectful manner and to be free from mental, physical and financial abuse;
2. The right to be dealt with in a manner that respects client dignity and privacy and that promotes client autonomy
3. The right to be dealt with in a manner that recognizes client individuality and that is sensitive to and responds to client needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;
4. The right to have information about the service(s) provided to him/her/them and to be told who will provide service;
5. The right to participate in assessment of his/her/their requirements and development of his/her/their plan for intervention, as well as participation in any and all reviews, evaluations and revisions of the client plan of service;
6. The right to give or refuse consent to the provision of any service offered by the Alzheimer Society and/or referral to a community agency;
7. The right to raise concerns or recommend changes in the service provided to him/her/them (and in connection with policies and decisions that affect his/her/their interests), to the Alzheimer Society, government official's or to any person, without fear of interference, coercion, discrimination or reprisal;
8. The right to be informed of the laws, rules, and policies, which direct the operation of the Alzheimer Society;
9. The right to be informed in writing of the procedures for initiating complaints about the Alzheimer Society;
10. The right to have his/her/their record kept confidential, with disclosure only when the society is required or allowed by law, or when clients have consented to such disclosure.