

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

www.alzheimer.ca/algoma

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



Volunteer Visiting Program



VOLUNTEER VISITING PROGRAM

Q. How can the Volunteer Visiting program help me?

A. Appropriate recreational activities are integral to improving/optimizing the quality of life for people with Alzheimer's disease and related dementias. They provide stimulation and enjoyment and can boost physical and mental well-being. If you are living with dementia, brain-healthy activities such as socialization and physical activity may even help slow the progression of the disease.

Q. How does the program work?

A. Once you/your family member has decided to try the Volunteer Visiting program, the program Coordinator will match you with a volunteer based on mutual interests and/or compatible personalities. This may take some time, as there is usually a waiting list for this program. After a Volunteer has been secured, the Coordinator will arrange to meet with you to introduce the Volunteer and explain the program in more detail. The Volunteer will then arrange a visiting schedule with you, normally approximately one hour once per week. The Volunteer is also required to submit monthly reports to the Coordinator.

Q. How much does the service cost?

A. There is no cost for the Volunteer Visiting program. However, if you and your Volunteer Visitor wish to partake of any activities in the community, the costs associated with this would be your responsibility. Normally Volunteer Visitors do not drive clients in their own vehicles, and so transportation costs to a community activity would also be your responsibility.

Q. What is the scope of the Volunteer role?

A. Volunteer Visitors are most appropriate for stable clients who do not have high personal care needs. Volunteers cannot assist clients with personal care such as toileting and bathing; nor can they assist clients with medications.

Q. What type of screening and training do Volunteer Visitors receive?

A. Volunteer Visitors are required to undergo a Volunteer interview, a complete reference check, and a Police Record check before they are accepted into their positions. The Alzheimer Society provides a training program to new Volunteer Visitors which provides information on the disease, communication approaches, and activation techniques.

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. You may 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 if it is not resolved to your satisfaction.

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
- In-home recreation therapy
- Volunteer visiting
- Safely Home[®] registry
- Customized education sessions and workshops
- Lending library
- First Link[®] direct referral program