

Alzheimer Society

SIMCOE COUNTY

Client Bill of Rights

The Right to be Respected

You will be treated with dignity in a non-judgmental, courteous manner, regardless of your diagnosis, symptoms and personal situation.

The Right to Privacy and Confidentiality

Service will be provided that respects your privacy and the information you share will be kept confidential in accordance with the Personal Health Information Privacy Act, 2004.

The Right to be Free from Harm

You will access services that are provided free of physical, emotional, verbal, sexual, and financial abuse.

The Right to Individuality and Freedom from Discrimination

Your individuality will be recognized acknowledging your unique needs and preferences. You will be given equal treatment without discrimination based on culture, gender, sexual orientation, language, age and spiritual or faith beliefs.

The Right to Be Informed and Freedom of Choice

You will be provided with information about our services and can access information about our policies and procedures. You can choose to consent to or refuse our services.

The Right to Participate in Decision Making

You will be invited to participate in decisions regarding your service plan and encouraged to provide meaningful input into what is being offered.

The Right to Raise Concerns

You will be informed about how to make a complaint and can expect a timely response without fear of reprisal.