

Société Alzheimer Society T H U N D E R B A Y

Client Bill of Rights

The Client Bill of Rights reflects the Alzheimer Society of Thunder Bay's mission, values and guiding principles and is a key factor in the planning, delivery and evaluation of services provided. A range of services are provided, including individual support, referral services, support groups, educational workshops and information resources.

All individuals who use services provided by the Alzheimer Society have:

- 1 The right to receive services in a courteous and respectful manner and to be free from mental, physical and financial abuse;
- 2 The right to receive services in a manner that respects client dignity and privacy and that promotes client autonomy;
- 3 The right to receive services 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 them and to be told who will provide service;
- 5 The right to participate in assessment of their requirements and development of 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 them (and in connection with policies and decisions that affect his/her interests), to the Alzheimer Society, government officials or to any other 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; and
- 10 The right to have their records kept confidential, with disclosure only when the Society is required or allowed by law, or when clients have consented to such disclosure.