

## CLIENT BILL OF RIGHTS

The Client Bill of Rights reflects the organization's mission, values and guiding principles and is a key factor in the planning, delivery and evaluation of services provided through local chapters. All clients can reasonably expect to be provided a full range of services, including individual support, referral services, support groups, educational workshops and information resources. All individuals who use the services provided by the Alzheimer Society have:

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 timely 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 receive service which supports the management of client health and care, and make informed decisions: person-centered care;
5. The right to have information about the service(s) provided and who will provide these service;
6. The right to participate in assessment of his/her requirements and development of his/her Plan for Intervention, as well as participation in any and all reviews, evaluations and revisions of the client plan of service;
7. 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;
8. The right to raise concerns or recommend changes in the service provided to him/her (and in connection with policies and decisions that affect his/her interests), to the Alzheimer Society, government officials or to any other person/party, without fear of interference, coercion, discrimination or reprisal;
9. The right to be informed of the laws, rules, and policies, which direct the operation of the Alzheimer Society;
10. The right to be informed in writing of the procedures for initiating complaints about the Alzheimer Society;
11. The right to have his/her records kept confidential, with disclosure only when the Society is required or allowed by law.

**Source: Alzheimer Society of Ontario**



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