

Client Bill of Rights		CATEGORY:	Accountability
APPROVED BY:	Programs & Services Committee	REVIEW FREQUENCY:	Annually
APPROVED:	APPROVED	REVIEWED/REVISED:	July 2019

PRINCIPLE

Alzheimer Society of Toronto (AST) operates a client-centered model of service delivery and is committed to providing the best possible services to the individuals, groups and communities it serves. AST is committed to respecting and supporting the competence and integrity of its clients, staff and volunteer service providers.

[The Canadian Charter of Rights for People with Dementia](#) principles guide our service planning, delivery, evaluation, and;

- ✓ Makes sure people with dementia know their rights
- ✓ Empowers people with dementia to ensure their rights are protected and respected, and
- ✓ Makes sure that people and organizations that support people with dementia know these rights.

As we serve those living with dementia and their care partners*, these principles will continue to serve as the foundation of all that we do.

Find the Canadian Charter of Rights for People with Dementia [here](#)

CLIENT BILL OF RIGHTS

At AST we define a client as anyone who accesses our services including people living with dementia and their care partners.

As a Client of the Alzheimer Society of Toronto (AST), you have;

The Right to be Respected

You will be supported 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 Protection Act, 2004

The Right to be Free from Harm

You will be free from physical, emotional, verbal, sexual or financial abuse when you access our services

The Right to Individuality and Freedom from Discrimination

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

The Right to Be Informed and Freedom of Choice

You will be provided 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. You may request access to the information in your health record and correct factual errors.

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.

YOUR RESPONSIBILITIES AS A CLIENT

The Alzheimer Society is committed to maintaining a safe environment for both clients and staff. Inappropriate behavior, harassment or coarse language will not be tolerated. Those who engage in disruptive behavior will be denied access to service and may be subject to applicable laws.

RELATED DOCUMENTS

Canadian Charter of Rights for People with Dementia

Privacy and Confidentiality Policy and Procedures

Client Complaint Policy

Philosophy Statement

Inclusivity Statement

***Care partners; the Alzheimer Society provides supports and services to those living with dementia, and the people and organizations that support them.**