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Effective Date:	January 1, 2016	Replaces:	February 1, 2006

SECTION:	CLIENT SERVICES
TOPIC:	CLIENT INDIVIDUAL RIGHTS

**Intent:** To acknowledge and protect the rights of individual Clients.  
To promote the value of family involvement, to the extent that individuals choose.  
To ensure that all Clients are provided with comprehensive information about their rights, and attempt to have this information understood through various means.

**THE AGENCY WILL DISCUSS THIS POLICY WITH CLIENTS AND GUARDIANS PRIOR TO ENTRANCE INTO AGENCY SERVICES, AND WILL RE-DISCUSS THIS POLICY AS REQUESTED AT ANY TIME THEREAFTER. CLIENTS AND GUARDIANS HAVE THE RIGHT:**

1. To have Agency Services that advocate for the principles which protect individual rights such as those contained in but not limited to:
  - ◇ The Canadian Charter of Rights and Freedoms
  - ◇ The Alberta Bill of Rights
  - ◇ Human Rights, Citizenship and Multiculturalism Act
  - ◇ Protection For Persons in Care Act/Abuse Protocol
  - ◇ Freedom of Information and Protection of Privacy Act
  - ◇ Charter of Rights 1994 Opening Doors Conference
2. To be provided with a copy of the Agency's Mission Statement and to have services delivered according to this philosophy.
3. To participate in all aspects of their Lifestyle Plan and day-to-day decision-making.
4. To a process of informed consent, whereby written consent for any proposed service, program, or treatment is given voluntarily, without coercion or undue influence, and only after the client or legal guardian have been fully informed of:
  - a) All aspects of the specific service, program, or treatment proposed; and
  - b) His/her right to withhold, give and revoke such consent.



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In the event that an individual does not have a Legal Guardian or they are their own Guardian, he/she can request an agent/advocate to review the consent forms and sign as an agent.

The Agency requires at least annual written consent for the following:

- Lifestyle Plan
- Profile/and or program
- Health Care Consent
- Where applicable other needed consents (i.e., Audio-visual/photographic release, program evaluation participation or review process external to the service provider, research study participation, the release of private information, Support Approach Team).

Consents are to be signed by the individual/guardian and placed in the individual’s file.

5. To have positive support approaches and to have the least intrusive approach and environment. (See Policy 1020).
6. To be within an environment that is safe, secure and supportive and without mistreatment. The right to access private space within their homes (with appropriate supervision as outlined in the Client Profile) (see Client Abuse Prevention and Response Policy 1010).
7. To use Assisted Technology and Environmental Interventions \*\* that will improve the client’s independence in daily living, help them gain control over their environment and promote inclusion in community settings.
8. To have any personal information kept confidential and shared only with staff directly involved in the support team.



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- Reference**
- Agency Mission and Philosophy Statement
  - Client Abuse Prevention and Response Policy 1010
  - Client Concern Resolution Process Policy 1030
  - Positive Approaches and Restrictive Procedures Policy 1020
  - Emergency Situations Policy 1210
  - Lifestyle Planning Process
  - Legal Guardianship/Trusteeship Policy 1040
  - Concern Resolution Process

\*\* Assistive Technology is “any item, piece of equipment, or product system, whether acquired commercially, modified or customized, that is used to increase, maintain, or improve functional capabilities of individuals with developmental disabilities”.

\*\* Environmental Interventions are installed equipment such as grab bars, ramps, lifts and modifications to building interiors and exteriors that increase, enhance or improve the functional capabilities of individuals with disabilities.