

# LANGLEY ASSOCIATION FOR COMMUNITY LIVING

## 1.8 CLIENT'S RIGHTS

### PURPOSE

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To ensure that the Association and its employees protect the rights of clients and adhere to the Canadian Charter of Rights and Freedoms. This policy is intended to safeguard the rights, dignity and worth of all clients supported by the Association.

### DIRECTIVE

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Individuals who receive services are entitled to the same rights accorded to any citizen in the community.

Staff must be expected to know and support client rights as identified in the Canadian Charter of Rights and Freedoms.

Employees must respect the rights, dignity and worth of all persons supported by the Association. The foundation of the working relationship between employees and clients is based upon respect and dignity.

Interpretation of these Rights refers to a client's right to:

- Be treated with dignity and respect
- Be free from abuse, financial and/or other exploitation, retaliation, humiliation and neglect
- Be free from discomfort, distress or deprivation
- Be provided with appropriate medical, dental, psychological and other health services
- Live and work in typical home and work situations
- Have age appropriate forms of address, activities and interactions
- Participate in political decisions and receive information about civil and legal rights
- Engage in private communication with others
- Associate with others of one's own choice
- Engage in physical exercise
- Privacy
- Religious worship of their own choosing

- Manage their own funds/money
- Adequate and proper nutrition
- Personal belonging and possessions
- Determine their own relationships
- Participate in activities of their own choosing
- Have personal information about them kept confidential
- Develop a personal network
- Make informed decisions and choices for him/herself to their maximum capability including service delivery, concurrent services, composition of the service delivery team and, if applicable, involvement in research projects
- Where applicable, adherence to research guidelines and ethics where persons served are involved
- Access or referral to legal entities, self-help and advocacy support services as required
- Self-determine their involvement with any research project
- Access the media
- Access the process for communicating dissatisfaction about services and supports provided by the Association
- Sexual expression
- Being included in the community as a typical citizen
- Investigation and resolution of alleged infringement of rights
- Access to information in sufficient time to facilitate decision making

## **PROCEDURE**

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Staff are to take all reasonable measures to uphold these rights. Restrictions imposed on a client's rights by employees cannot be made arbitrarily and must be part of an approved and documented personal plan.

A copy of this policy must be provided to all individuals and their families at the time of admission.

## **ASSOCIATED FORMS**

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Canadian Charter of Rights and Freedoms (non LACL form)