



Société Alzheimer
LAURENTIDES

Code of ethics and complaints procedure

“Code of Ethics” section

Mission of the organization

Founded in 1983, the Alzheimer Society of the Laurentians (Society) is a community-based, non-profit organization whose mission is to distribute information to the public, the community organizations and the health and social services network on the various aspects of Alzheimer's disease and community resources.

It also offers a help and support service which consists of a listening line, group meetings and respite-accompaniment-stimulation at home with people affected by Alzheimer's disease as well as training sessions for social workers, volunteers and the students. The Society represents people affected by Alzheimer's disease at the relevant authorities to promote respect for the rights of these people and to improve their quality of life. It is also contributing to research to determine the causes and possible treatment of Alzheimer's disease and related problems.

As a citizen and as a participant in the services provided by our organization, you have a set of rights that recognize different charters and laws, including the one that governs our organization, the Act respecting health services and social services.

This code describes our commitments, that is, the statement of practices and behaviors that you can expect from anyone working in our organization. It also includes the expectations we express for our participants.

The code of ethics has been adopted by the Board of Directors where the population of the territory is represented. (Ref.: Resolution No. 0903-295)

**The masculine includes the feminine to lighten the text.*

Your rights

Right to be informed

Everyone has the right to be informed of the existence of the services and resources available in his area.

Right to services

Everyone has the right to receive adequate human and social services, in a personalized and safe manner, while ensuring continuity. This right is exercised taking into account the organization and

functioning of the organization, as well as the human, material and financial resources it has at its disposal.

Right to consent

No one may be subjected without their consent to care or services, regardless of the nature of the intervention.

Right to be represented

The rights of participants may be exercised by a representative.

Right to complain.

The participant has the right to complain about the services he has received or should have received from the organization. The complaint can be written or verbal. At the Alzheimer Society of the Laurentians, the general manager is responsible for handling complaints. After this recourse, if the participant remains dissatisfied, he can also complain to the Laurentian Health and Social Services Agency.

Right of appeal

The participant has the right to appeal against the organization or against those who work there because of professional misconduct.

Right to confidentiality

The record of a participant is confidential. No information may be transmitted to any other institution without the consent of the person. As a community-based organization, no participant file is retained after the completion of the services provided (if applicable).

Right to vote and to introduce yourself

Only active members who have been in good standing for 30 days prior to the meeting have the right to vote at the Annual General Meeting or to stand for election at the AGM according to the admission criteria decreed by regulation or resolution of the Board.

Our commitments to customers

Any employee, volunteer or other person working within the organization is also required to comply with the code of ethics of the Alzheimer Society of the Laurentians. The staff represents the organization in its contacts with the participant. Each staff member respects the mission, commitments, values, criteria and standards of the organization.

The right to life, security, integrity, liberty and the right to respect dignity and privacy, constitute the values that determine the attitudes, practice and conduct of our staff with regard to participants.

The services offered by our organization aim to respond adequately and as quickly as possible to the needs of the participant, given the resources available and the clientele considered a priority by the organization.

The Society provides its services by encouraging the family of the participant and his entourage, community groups, volunteers, other institutions of the health and social services network, etc., while respecting the limits of these collaborators.

The Society is a partaker in the regional community with its specific characteristics. Collective and community actions are implemented to help find solutions to improve the services offered.

The well-being of the participant is the main preoccupation of all the staff of the organization. The relationship between the staff and the participant is established exclusively on a professional basis.

A staff member who discovers a dissatisfaction of the participant responds if possible as part of his duties. He also informs the participant of his rights, including the right to file a complaint. If necessary, he informs his immediate superior of the situation.

No staff member solicits or accepts any remuneration, bribes, gifts or tips from participants.

Verbal, physical or psychological violence and harassment are prohibited in our organization, at home and in other places where the Alzheimer Society of the Laurentians intervenes. This concerns both violence and harassment of participants and staff.

Our expectations in regard of customers

The Society promotes the participant's empowerment, respect and development of his autonomy, according to his pace and abilities. The Society and the participant work together to find solutions to the problems encountered.

The Society expects participants to understand that these services are provided based on the availability of human, material and financial resources.

The Society asks its members to respect their appointments or to cancel them in advance if they cannot receive the home service, as stipulated in the service agreement.

The Society is committed to courteously welcome its participants and expects the same attitude from them.

Section "Complaint Procedure"

It is possible for you to obtain from the Society all the assistance necessary to make a complaint. To do this, simply contact the General Manager.

Participants may make a written or verbal complaint about the services they receive or do not receive and how these services are provided to them.

The handling of complaints provides an opportunity for the organization to correct the dissatisfaction of participants and improve the quality of its services.

Any complaint must be addressed to the General Manager of the Society and will be treated according to the established code of ethics as soon as possible. An acknowledgment of receipt is mailed within 30 days of receipt of the written complaint.

However, you must know that only a written complaint allows an appeal to the Health and Social Services Agency in case of dissatisfaction.

