

# Creating Excellence Together

The **Creating Excellence Together** (CET) Standards were developed to measure expectations for Alberta service providers that support individuals within the field of community disability services.

## Standards 4/16 Rights

### About these Standards

These standards focus on the individuals' legal and human rights, which pertain to every citizen. Often, service providers also adopt statements that address the individuals' human rights as service consumers (a.k.a., individuals accessing service).

An integral aspect of all statements of rights is the right of citizens to be treated with dignity and respect and to show these qualities to others. For individuals accessing service, their rights within all of the service areas will include

- having privacy and confidentiality
- making lifestyle choices
- making decisions on all levels
- giving informed consent
- around **overall outcomes**
- to allow restrictions on their rights
- having their cultural rights upheld (e.g., Aboriginal rights)
- being protected from backgrounds that may make them more vulnerable and in need of specific provisions and protection

Staff need to know how to

- uphold the individuals' dignity and respect
- ensure that others do not violate their rights
- address incidents where individuals are not treated with dignity and respect
- help individuals advocate for themselves

Service providers need to ensure individuals are made aware of their rights

- the need to balance their rights with individual responsibility
- the potential impact of their behaviour on the people around them
- why they should exercise their rights in a way that is not insensitive or harmful to others
- how to follow **due process** should they feel that the service provider is denying, limiting or restricting their rights

