

Rights of Persons Served

Welcome to D&D Disability Management

Thank you for taking the time to review this document and understanding your rights. The purpose of this document is to provide an overview of some of our policies related to your assessment. If there is information that you require not covered here, please contact D&D Disability Management and we will be happy to help you.

Our History: Established in 1994, D&D Disability Management (D&D) is a Canadian owned and operated rehabilitation and disability management consulting firm.

As industry leaders, we have a full team of highly skilled and experienced assessors with the highest academic and professional credentials. D&D follows all relevant colleges and associations as well as a strict adherence to all of their mandated protocols. Our consultants are committed to superior levels of service and professionalism.

Our Values

DEDICATION: D&D Disability Management is committed to providing high quality, unbiased and objective opinions with respect to managing disability.

EXPERIENCE: D&D Disability Management endeavors to ensure excellence and the provision of leadership in the disability management and rehabilitation industry.

PROFESSIONALISM: D&D Disability Management demonstrates honesty, transparency and reliability in delivering our services.

OWNERSHIP: D&D Disability Management takes pride in meeting our commitments to all shareholders, both on a personal and professional basis.

Your Rights

- We are committed to a person centred philosophy and protecting the rights of the person served. The following are your rights when working with us.
- You have the right to be treated with dignity, courtesy, and respect by employees and contractors employed by us throughout the assessment process.
- You have the right to freedom from discrimination and know you will be treated fairly regardless of race, colour, religion, sexual orientation, age, gender or ability.
- You have the right to freedom from physical and emotional abuse, humiliation and exploitation.
- You have the right to privacy and confidentiality during your assessment process, and knowing your information is handling appropriately.
- You have the right to know what information will be kept about you and how it is being stored and disposed of. You also have the right to request the personal information we have about you.
- You have the right to have your assessment process explained to you and given enough time to conduct a complete assessment.
- You have the right to freedom of choice the right to terminate an assessment at any time.
- You have the right to file a complaint or grievance without fear of retaliation.

Privacy Policy: We are committed to protecting your privacy and confidentiality of the personal information you supply us. As a provider of disability management and assessment services, the collection and use of personal information is fundamental to the way we do business. As such, we have established a company privacy policy in accordance with the Privacy Information an Electronic Documents Act (PIPEDA) to govern the actions of all of D&D DISABILITY MANAGEMENT's employees and independent contractors as they relate to the collection, use, retention and disclosure of personal information.

All employees and independent contractors as a part of their agreements with D&D Disability Management are bound by confidentially to maintain our customers and/or client's confidentiality and may not use the information for any unauthorized purpose and must abide by our commitment to privacy. Our privacy policy applies to our customers, clients, employees and independent contractors.