

DISABILITY ADVOCACY SERVICES

Consent, Privacy Notice & Release of Liability

This agreement is between **Chantal Trepanier** (“the Advocate”), a volunteer disability advocate, and the person signing below (“the Client”). It explains the help being offered, how the Client’s personal information will be handled, and the limits of the Advocate’s responsibility. **Please read it fully before signing.**

1. Nature of the Services

The Advocate provides free, voluntary assistance with understanding and completing forms and applications related to disability programs, which may include Assured Income for the Severely Handicapped (AISH), the Alberta Disability Assistance Program (ADAP), and related benefits. The assistance offered is general help with paperwork and is not a substitute for professional advice.

The Advocate is not a lawyer, accountant, doctor, or employee or representative of any government agency, and provides no legal, medical, or financial advice.

2. No Guarantee of Outcome

The Client understands that the Advocate cannot promise or guarantee any particular result, including approval of any application, eligibility for any benefit, the amount or timing of any payment, or how any government office or third party will respond. Decisions about applications are made solely by the relevant government agencies, not by the Advocate.

3. Collection, Use & Protection of Personal Information

To help complete forms, the Client may choose to share personal information such as their name, contact details, AISH/ADAP file or client numbers, and other personal details. By signing, the Client consents to the Advocate collecting and using this information only for the purpose of helping complete the requested forms and applications.

The Advocate agrees to:

- (a) use the information only for the purpose stated above;
- (b) take reasonable steps to keep it secure and confidential;
- (c) not sell, trade, or share it with anyone else except as needed to complete the form or as required by law, and only with the Client’s knowledge; and
- (d) return, securely store, or destroy the information when it is no longer needed.

The Client may withdraw consent at any time by notifying the Advocate, after which the Advocate will stop using the information and will return or securely destroy it where possible. This section is intended to be consistent with Alberta’s Personal Information Protection Act (PIPA).

4. Release of Liability & Waiver of Claims

The Client understands that the Advocate is offering help in good faith and on a volunteer basis. To the fullest extent permitted by law, the Client releases, waives, and agrees not to hold the Advocate responsible for any loss, damage, delay, denial, missed deadline, or other negative outcome arising from or connected to the assistance provided, including matters beyond the Advocate's reasonable control, such as:

- errors, omissions, or incomplete or inaccurate information provided by the Client;
- decisions, delays, processing times, policy changes, or actions of any government agency or third party;
- postal, courier, internet, computer, or other technical or service failures;
- lost, intercepted, or delayed documents or communications once submitted; and
- events outside the Advocate's reasonable control, including illness, emergencies, or other circumstances commonly described as "acts of God" or force majeure.

The Client accepts responsibility for reviewing all forms for accuracy before submission and for keeping their own copies of important documents. This release does not apply to liability that cannot be waived by law, and nothing in this agreement is intended to release the Advocate from liability for gross negligence or intentional wrongdoing.

5. Acknowledgment

By signing below, the Client confirms that they have read and understood this agreement, that they are signing it freely and voluntarily, that they have had the chance to ask questions, and that they agree to its terms. The Client confirms they are at least 18 years old (or signing as an authorized representative or guardian).

Client

Print name

Date

Signature

Advocate

Chantal Trepanier

Print name

Date

Signature

Witness (optional)

Print name

Date

Signature

Disclaimer: This document is a general template, not legal advice. Laws about waivers and privacy vary, and a signed waiver does not always remove all responsibility. Before relying on this document, have it reviewed by a lawyer licensed in Alberta.