

# Client Rights Information

When the Public Guardian and Trustee (PGT) is appointed committee of estate, the PGT is authorized to manage financial and legal affairs on behalf of a client. The publication **When the PGT is Committee** gives detailed information about how we assist our clients and manage different assets. This information sheet gives some information about client rights.

## Rights Information

**As of December 1, 2014, some changes to BC adult guardianship laws were introduced. When the PGT is appointed committee of estate through a certificate of incapability, the adult has the right to a second assessment, reassessment and court review.**

- **Second assessment:** Within 40 days after the PGT notifies the adult that the PGT is appointed committee of estate, the adult, or a person acting on behalf of the adult, may request a second assessment.
- **Reassessments:** The adult has the right to request a reassessment every 12 months. The case manager will assist in coordinating the assessment or the adult may speak directly with their doctor.
- **Court review:** Following a second assessment or reassessment, the adult has the right to apply to the court for a review of the determination.

## How do I get a copy of my assessment?

You have a right to obtain your personal information. Speak to your case manager about getting a copy of your assessment or other records in your file.

## How can I challenge a decision that I am incapable?

In addition to requesting a second assessment or reassessment, you may consult a lawyer about options or to assist you in challenging a certificate of incapability or court order. You will be responsible for any legal fees that are charged. There are different ways to get legal assistance, including free legal information, legal advice or legal representation in court. Please see your case manager for a list of these resources.

## How do I request a reassessment of my capability?

You can speak to your case manager who can explain the steps required and assist you with the process for requesting a reassessment. You may also speak directly to your doctor. You may be required to pay the cost of a reassessment.

## How do I get declared capable of managing my own affairs?

The steps required depend on how the PGT was appointed – by court order or by certificate of incapability. See page 8 of “**When the PGT is Committee**” for more details.

## How do I make a complaint about the PGT services or decisions?

The PGT has an internal process for making complaints. Ask your case manager for more information or visit our website at [www.trustee.bc.ca/Pages/feedback.aspx](http://www.trustee.bc.ca/Pages/feedback.aspx). If you are not satisfied with the PGT response to your complaint, you may direct your concerns to the BC Ombudsperson by calling 1.800.567.3247 or by visiting [www.bcombudsperson.ca](http://www.bcombudsperson.ca).