Independent Rights Advice Service

Online Portal - User Manual for Mental Health Facilities (Step-by-Step Guide)

Updated August 2026

Explaining IRAS During the Rights Notification (Form 13.1 & Form 14.1)

Ensure that the patient has access to informational materials (e.g., brochure, one page summary) on rights and options under the Mental Health Act that are best suited to their developmental level and ability to understand the information. A variety of resources are available on the Independent Rights Advice Service website at irasbc.ca.

Where a patient cannot access these resources on their own, staff must make reasonable efforts to provide access to these resources, such as printing an information sheet off the Independent Rights Advice Service website to give to the patient.

Rights Notification

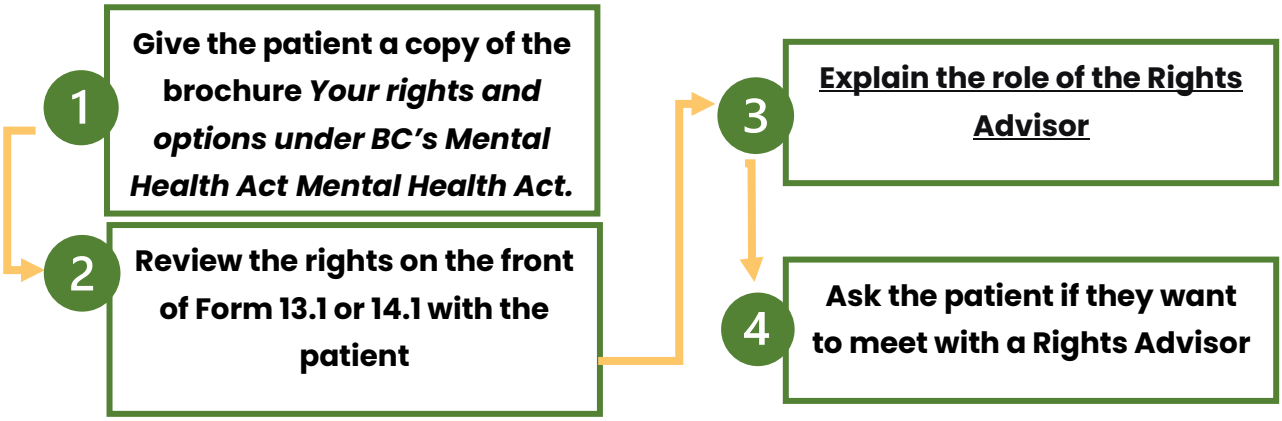
Forms Required:

Forms 13.1 and Form 14.1 continue to be the required forms to notify patients of their rights under *Mental Health Act.*

Timing Requirement:

Provide rights notification as soon as possible and within 24 hours of:

- Involuntary admission or admission by parent/guardian (under 16)
- Renewal of involuntary status
- Transfer from another facility



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Requesting and Scheduling Rights Advice Meetings

Patients have the right to meet with a Rights Advisor each time a rights notification is required.

If declined initially, they can request a meeting at any time during their certification period.

- Follow-up meetings may be available in limited circumstances and are subject to availability and may have lower priority

There are limited circumstances where submitting the request form can be delayed:

Patient will likely stop being an involuntary patient within 24 hours:	If the patient is no longer eligible for Rights Advice, they can be directed to the Rights Advice Service website at IRASBC.ca for more information and resources.
Patient will likely be moved to another unit in the same facility within 24 hours:	The new unit must be alerted that Rights Advice has been requested. The request form must be completed and submitted as soon as possible after the move.
Patient will likely be transferred to another facility within 24 hours:	The new facility must be alerted that Rights Advice has been requested. Rights notification and a new Form 13.1/14.1, including confirming if the patient still wants a Rights Advice meeting, must be completed as soon as possible after the transfer.

1. Complete Section 1 of the Request for Rights Advice in Facility Form 22

Section 1 of the Form 22 is completed **with the patient** or **by the patient** with a tablet or other mobile device or on a paper copy of the form - this information can then be entered into the online form.

Steps for staff at mental health facility:

Review/Complete Section 1 with the patient

-Inform the patient if in-person service is available at facility
*Priority for in-person service is given to patients who may struggle to communicate in a virtual meeting.

-Review the option for family member/support person

-Review any communication needs or accommodations

2. Complete Section 2 and submit the Request for Rights Advice Form

Submit the completed request form as soon as possible after the patient requests a meeting using the secure online portal (portal.irasbc.ca) (requires unit access code).

Support

- Call 604-681-4070 for assistance (voicemail available to leave a message)
- The Scheduling Team typically returns calls within one business day, checking often

Access Codes

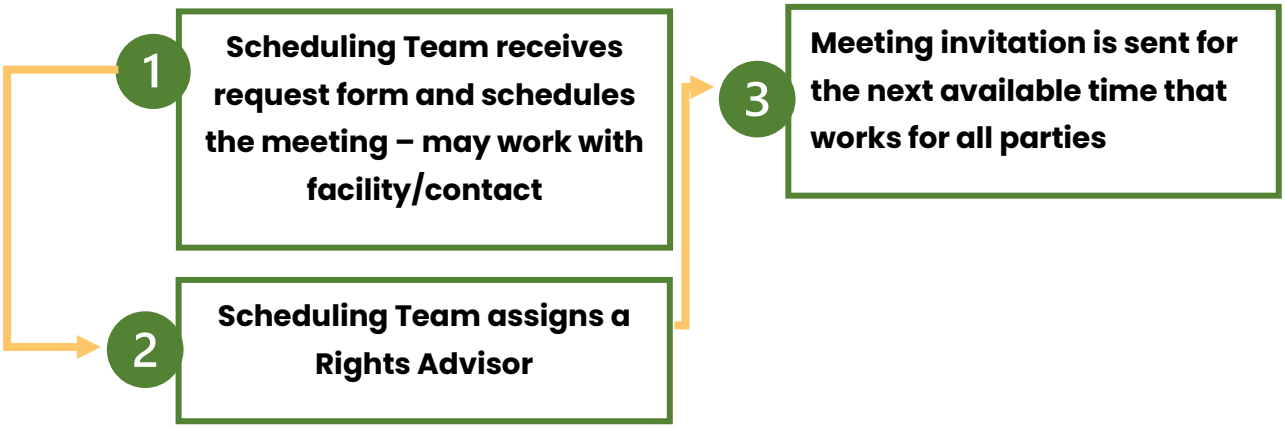
- Each unit has a unique, non-expiring code
- Units are responsible for securely storing and sharing the code with staff
- To change an access code, contact the Independent Rights Advice Service and request via voicemail

Steps for staff at mental health facility:

-Login into portal.irasbc.ca
-Select facility and unit and enter access code
-Complete Sections 1 & 2 of the form and submit
-Download the submission confirmation PDF (one time download)
-Print or save the confirmation in the patient's file

3. Schedule a meeting time

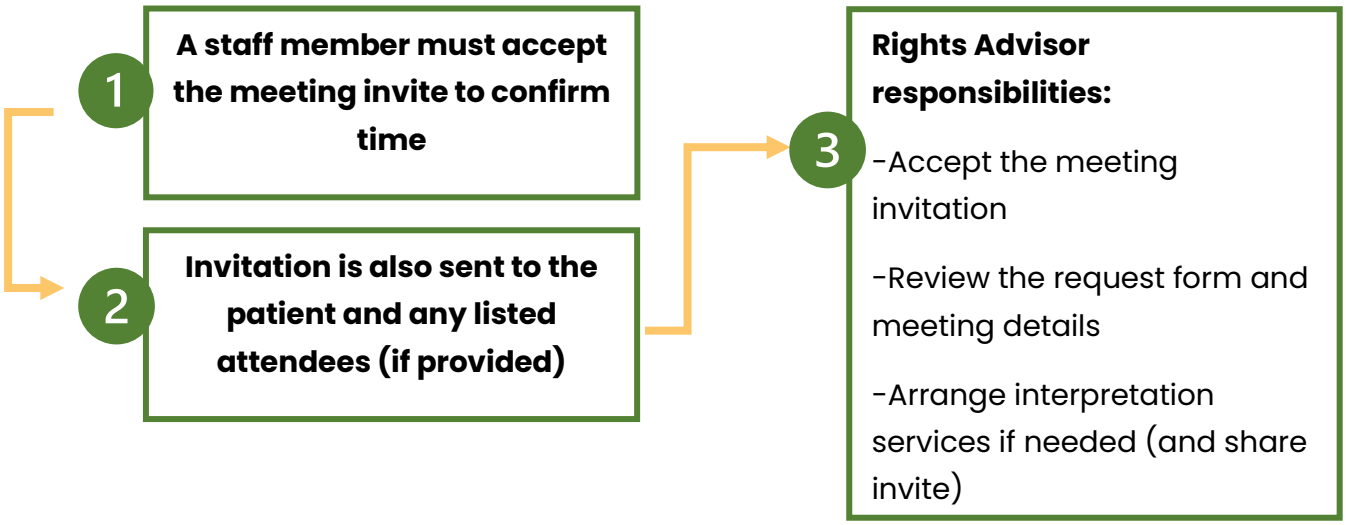
Section 2 of the form must include the name or position and an e-mail address of a designated contact at the facility – the meeting invitation will be sent to the e-mail in Section 2.



4. Prepare for the meeting

The email invitation will include:

-Date and time of the meeting
-Name of the Rights Advisor and first two initials of the patient
-Meeting type (videoconference, phone or in-person)
-A Zoom link for the video conference
-Details for support people
-Information about interpretation services, if applicable



5. Hold the meeting

Meetings are up to 45 minutes in length

Private Space Requirements (when possible):

- Seating for all participants and space for note-taking
- Adequate lighting for reading documents
- Soundproofing to ensure privacy

If no private room is available:

- Take steps to maximize privacy (e.g., headphones, phone, quiet area)

Phone Meetings:

- It is important to note that **both virtual and phone meetings** are accessed through Zoom – call into the Zoom number provided in meeting link email

Virtual Meetings:

At a minimum, ensure that the patient has access to a phone and appropriate communications equipment:

- A stable internet connection
- A device that supports videoconferencing software and a camera/microphone or headphones to communicate

In-Person Meetings:

- Inform Rights Advisor of safety/visitor protocols
- Ensure someone is available to welcome and guide them

1

Facility Staff:

-Prepare a private meeting space with required equipment

-Bring patient to the space before the scheduled time

-Assist patient to join virtual/phone meeting and confirm audio/visual works

2

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-Rights Advisor starts the meeting once the patient is connected

-Rights Advisor ensures interpreter joins if required

6. Keep record of meeting

1

Independent Rights Advice Service:

-Completes Section 3 of the form within 24 hours of the meeting

-Documents any key outcomes in Notes (e.g., review panel request, second opinion)

-Submits form, file closes and facility is notified by email

2

Facility Staff:

-Receive email with link to completed PDF form

-Enter access code to download

-Review and save/print for the patient's file

Updating, Rescheduling or Cancelling a Rights Advice Meeting

Reschedule a meeting

When to Reschedule

- Patient is not well enough
- Patient availability/location changes
- Patient requests postponement

Whenever possible, the meeting should be rescheduled to a new date and time. If it is unclear when the patient will be able to meet, the request remains open until availability is confirmed, and the Rights Advisor follows up with the designated contact after a few days if no update is received.

1

Facility Staff:

-Decline meeting invite and note rescheduling needed

-Include preferred dates/times if available

2

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-Scheduling Team reschedules upon decline

-May follow up by email/phone

Sends updated invitation

-Facility must accept to confirm new time

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Cancel a meeting

When to Cancel

- Patient is no longer an involuntary patient
- Patient is transferred to another facility
- Patient no longer wishes to have the meeting

1

Facility Staff:

-Decline invite

-Indicate cancellation reason

-Indicate what unit the SU was transferred to

Facility Follow-Up

-Download, review, and save/print form in patient file

-Communicate to the unit SU was transferred to that rights meeting was booked and to rebook it

2

Independent Rights Advice Service:

-Scheduling Team cancels meeting and notifies all parties

-May follow up if reason unclear

-Records cancellation in Section 3 and closes file

-Sends email with PDF form (access code required)