



Independent Rights Advice Service

Quick Reference Sheet: Portal Login and Contact Info

Submitting the Request for Rights Advice in Facility Form

Secure Online Portal (*see page 4-12 for Online Portal User Manual*)

- Log into the online portal at: portal.irasbc.ca.
- Select your facility and unit from the dropdown list and enter your access code.
- Fill in Sections 1 and 2 of the online form.

For Assistance with Submitting Form 22, Changing an Access Code, or Adding a Unit

- **Leave a voice mail at 604-681-4070** and the Independent Rights Advice Service will respond within one business day.
- To create an account for your unit, please email intake@irasbc.ca from your shared unit email address requesting account creation. Please include the unit name and email. You will receive a link to create a unit profile in the IRAS portal. An access code will be sent to your unit email after the profile information is completed and submitted through the link.

Updating, Rescheduling or Cancelling a Rights Advice Meeting

The need to update the patient location, reschedule, or cancel can be communicated by declining the meeting invitation or by contacting the Independent Rights Advice Service by e-mail at intake@irasbc.ca.

Rescheduling a Rights Advice meeting (*see page 20 for more information*)

- Open the meeting invitation and select “decline”.
- In the response message, please state that the meeting needs to be **rescheduled**. Please indicate if there are any dates or times that would work for rescheduling the meeting.
- An updated meeting invitation will be sent to the designated contact at the facility and any other meeting attendees that were included on the original meeting invitation.

Cancelling a Rights Advice meeting (*see page 21 for more information*)

- Open the meeting invitation and select “decline”.
- In the response message, please state that the meeting needs to be **cancelled**. Please provide a brief explanation for why the meeting needs to be cancelled (e.g., “patient has been discharged”).
- The Scheduling Team will write in Section 3 of the Form 22 that the meeting was cancelled. This will close the meeting file.

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Quick Step-by-Step Overview of Facilitating Rights Advice Meetings

Process from Beginning to End

- 1. Offer Rights Advice to all involuntary patients and to all voluntary patients under age 16 admitted by request of a parent or guardian** (see page 12).
 - Give the patient [a brochure or one-page summary](#) on their rights and offer a Rights Advice meeting when reviewing the rights on Form 13.1/14.1.
- 2. If a patient requests Rights Advice, help them fill out Section 1 of the Form 22** (see page 14).
 - If the patient wants a support person to attend the meeting with them, the meeting invite will also be sent to the support person's e-mail if provided.
The facility staff is responsible for working with the patient to find out the support person's availability and contact information and including it in form.
- 3. Complete Section 2 of the Form 22** (see page 15).
 - Include the name of a primary contact person in case the Rights Advisor needs to contact the facility/unit.
 - Include the correct unit and e-mail. The meeting invite and form will be sent to this e-mail.
 - Include preferred dates/times for scheduling the meeting in the notes Section, as well as any special considerations (e.g. a request for the Rights Advisor to "speak slowly").
 - If the patient is on sedative medication, please recommend a time to meet when the patient would be most coherent.
- 4. Submit the form through the Secure Online Portal at portal.irasbc.ca** (see pages 4-7).
 - Select the "Mental Health Facility" login page.
 - Select your facility/unit from the dropdown list and enter access code.
 - Fill out Sections 1 and 2 of the online form and submit.
 - Download, print, and/or save the Form 22 submission to the patient's file.
- 5. Check the facility/unit e-mail for the meeting invite** (see page 16).
 - The meeting invite will include a Zoom meeting link, as well as instructions on how to dial in to Zoom if joining the meeting by phone.
- 6. Accept or decline the meeting invite** (see page 19).
 - If the meeting time doesn't work, you can decline the invite. Please provide a reason if the meeting time doesn't work and if there is an alternative time that may work.
- 7. Prepare for the meeting** (see page 16-17).
 - **In-person meetings:** make sure a private meeting space is booked, and any safety equipment (e.g. panic button) is ready for the Rights Advisor.
 - **Virtual meetings:** Make sure tablet/computer/SCiP device is charged and ready for use.

- **Phone meeting:** Make sure the patient has access to a private, working phone.
8. **Hold the meeting** (see page 17–19).
 9. **After the meeting, the Rights Advisor will complete Section 3 of the form and send the completed form to the facility/unit** (to the e-mail listed in Section 2) (see page 19).
 - The Rights Advisor will put any important information and follow-up details about the meeting in the “Notes” box in Section 3 for the facility to review.
 10. **Print and/or save completed form to the patient’s file** (see page 7, 19).

Online Portal User Manual

Step 1 – Sign into the Portal

Go to portal.irasbc.ca and you will arrive at the portal login page below:

Choose the **Mental Health Facility** login option to get **access** to your Facilities Portal.

IRAS Independent Rights Advice Service

Portal Login, Choose Account Type

Login under the appropriate account to access the relevant portal

Direct Booking
Direct Booking for Individuals on [Extended Leave](#)
Direct Booking

Mental Health Facility
Access Facility Portal
Login as Facility

Rights Advisor
Access Rights Advisor Portal
Login as Rights Advisor

Login as Admin / Intake Coordinator

Logout

Mental Health Facility

Login

Facility - Unit
Choose One

Access Code
Access Code

[Forgot Access Code?](#)

Login

If you don't have an access code, please talk to your facility team member responsible for this access code or Contact CMHA

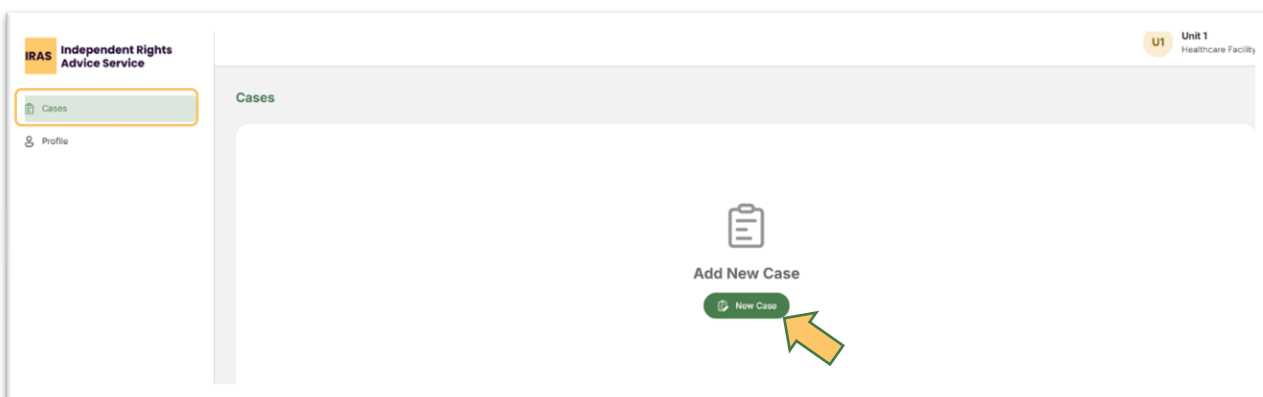
Enter your **Unit** and your **Access Code** and click **Login**.

Note: If you do not have an access code, please click the **“Forgot Access Code”** button and the current code will be sent to the email linked to the unit. If you are still unable to access it, please check with a member of your staff team or **contact the Independent Rights Advice Service at 604-681-4070 or intake@irasbc.ca**.

***Please double check there are no spaces before or after the access code.**

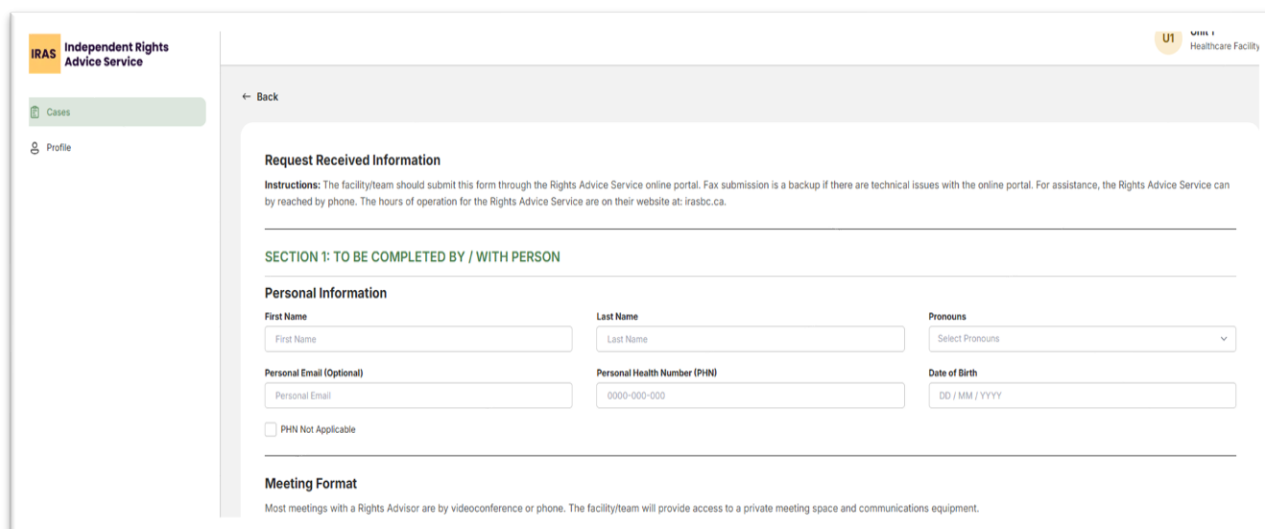
Step 2 – Submitting the Request for Rights Advice Form

To **fill out a Request for Rights Advice Form**, click on **New Case** button.



Fill out the information. Once the form is complete, click “Submit”

Facility details will auto-populate based on your login and you will need to select your unit from the drop-down menu. This information is editable in your Profile tab. See pages 9-11.



***Please include a preferred meeting time (and day, if relevant) in the “Notes for Scheduling Meeting” Section so we can best ensure the meeting works for the unit schedule, as well as any special considerations.**

Step 3 – Completing the Process

The next screen confirms that your form has been submitted, displays the **Case ID**, and provides the option to **generate and download** a PDF copy of the Form 22 to attach to the patient's file. The meeting will be scheduled by our Scheduling Team, and an email with the meeting link will be sent to the unit email.

IRAS Independent Rights Advice Service		
REQUEST FOR RIGHTS ADVICE IN FACILITY		
Instructions: The facility/team should submit this form through the Rights Advice Service online portal. Fax submission is a backup if there are technical issues with the online portal. For assistance, the Rights Advice Service can be reached by phone. The hours of operation for the Rights Advice Service are on their website at: irasbc.ca .		
SECTION 1: TO BE COMPLETED BY / WITH PERSON		
First Name Fill in First Name	Last Name Fill in Last Name	Pronoun No Pronoun
Personal Email (optional - to receive meeting invitation)	Personal Health Number (if available) 1111111111	Date of Birth (DD / MMM / YYYY) 08/04/25
Meeting Format Most meetings with a Rights Advisor are by videoconference or phone. The facility/team will provide access to a private meeting space and communications equipment. I prefer to meet by: ☒ Videoconference or ☐ Phone (teleconference)		
Meeting Attendees		
Rights Advice meetings are private but you can choose if you want someone to attend with you. This could be a family member, a friend, or any other support person. You can ask a facility staff member to help you to contact them. Please check if the person(s) can attend the meeting before listing them below. ☒ I choose to attend the meeting alone. ☐ I choose for the following person(s) attend the meeting with me. To help with scheduling, please include any notes on when they are available to meet.		
Name or Role/Relationship	Email (optional - to receive meeting invitation)	Notes on Availability (optional)
Name or Role/Relationship	Email (optional - to receive meeting invitation)	Notes on Availability (optional)
Additional Supports		
In-person Rights Advice is available in some locations for people who have difficulty communicating by videoconference or phone. In-person meetings may take longer to set up since they are only available during limited dates and hours. A member of your treatment team can tell you if in-person meetings are available in your location. ☐ I need an in-person Rights Advice meeting (communication or accessibility need).		
Interpretation Services	Deaf or Hard of Hearing Services	

Step Four – Downloading the Form

Once the Rights Advice Meeting has been completed, the Rights Advisor will complete Section 3 of the form, which will then be automatically emailed to the unit email address listed by the unit.

Rights Advice Case Closed - Download Your Resolution PDF - Case ID: 41

To access a record of the completed Request for Rights Advice form, we invite you to visit our website and download the PDF document. Please follow these simple steps: • Case ID: 41 • Next steps: • Follow this one-time use link: Download PDF • Select Mental Health Facility Account Type • Select your Facility/Unit and enter the access code • Click "Submit" to login • Look for the option to download the PDF file
--

Once you receive the email, click the **"Download PDF"** link to access the completed Form 22 for the patient's file and sign into the portal. This link is for **one-time use only**. If you require an additional copy of the form, please contact us at intake@irasbc.ca.

SECTION 2: TO BE COMPLETED BY FACILITY / TEAM			
This form must be submitted as soon as possible after the request for Rights Advice is made.			
Facility Haven Community Hospital	Date Sent (DD / MM / YYYY) 18/06/2026	Patient Status	
Unit (if applicable) Unit 1	Phone 111-111-1111	☒ Medical Certificate (Form 4.1/4.2) ☐ Renewal Certificate (Form 6) ☐ Leave Authorization (Form 20) ☐ Renewal Certificate while on leave (Form 6) ☐ Recall from leave	
Address 1234 Rainbow Street	City / Town Vancouver	Patient under age 16 admitted on request of parent or guardian ☐ Request for Admission (Form 1) ☐ Renewal Certificate (Form 3)	
Name/Position of Primary Contact Person(s) (can assist in scheduling the meeting) Sophia, Manager		Date of Involuntary Admission or Admission by Parent/Guardian (DD / MM / YYYY) 14/06/2026	
Email (copy of meeting invitation and completed form sent to this email) contact@unit.facility.ca		Notes for Scheduling a Meeting Prefers after 10am	
SECTION 3: TO BE COMPLETED BY RIGHTS ADVISOR			
Rights Advisor Name Dee	Meeting Format ☒ Videoconference ☐ Phone ☐ In-person ☐ Declined service ☐ Did not attend ☐ Cancelled	Notes If Sophia is unavailable, please contact [alternate contact, email, phone]	
Date Request Received (DD / MM / YYYY) 17/06/2026	Time Received (24HR HH:MM) 11:13 AM		
Meeting Date (DD / MM / YYYY) 18/06/2026	Meeting Time (24HR HH:MM) 12:00 PM		

Your personal information is being collected under section 26(c) of the Freedom of Information and Protection of Privacy Act to set up a meeting with a Rights Advisor

Upcoming Meetings Section

A list of your unit's upcoming rights meetings can be accessed in the "Meeting" Section.

IRAS Independent Rights Advice Service

skyblue Healthcare Facility

Cases

Meetings

Profile

Logout

Meetings

Date/Time ↑↓	Patient Initials ↑↓	Case Number ↑↓	Unit ↑↓	Meeting Link
Aug 10, 2026 1:15 PM	TT	134	skyblue	Meeting Link
Aug 10, 2026 2:00 PM	AL	135	skyblue	Meeting Link
Aug 10, 2026 3:00 PM	AL	133	skyblue	Meeting Link

Navigate to the Meetings Section on the left-hand side menu of the portal. There, you can view a list of the upcoming meetings for your unit. Clicking on "Meeting Link" will bring up a zoom link for the rights meeting as well as a list of dial-in numbers if the meeting will be conducted by phone.

IRAS Independent Rights Advice Service

skyblue Healthcare Facility

Cases

Meetings

Profile

Logout

Meeting Details — Case #135

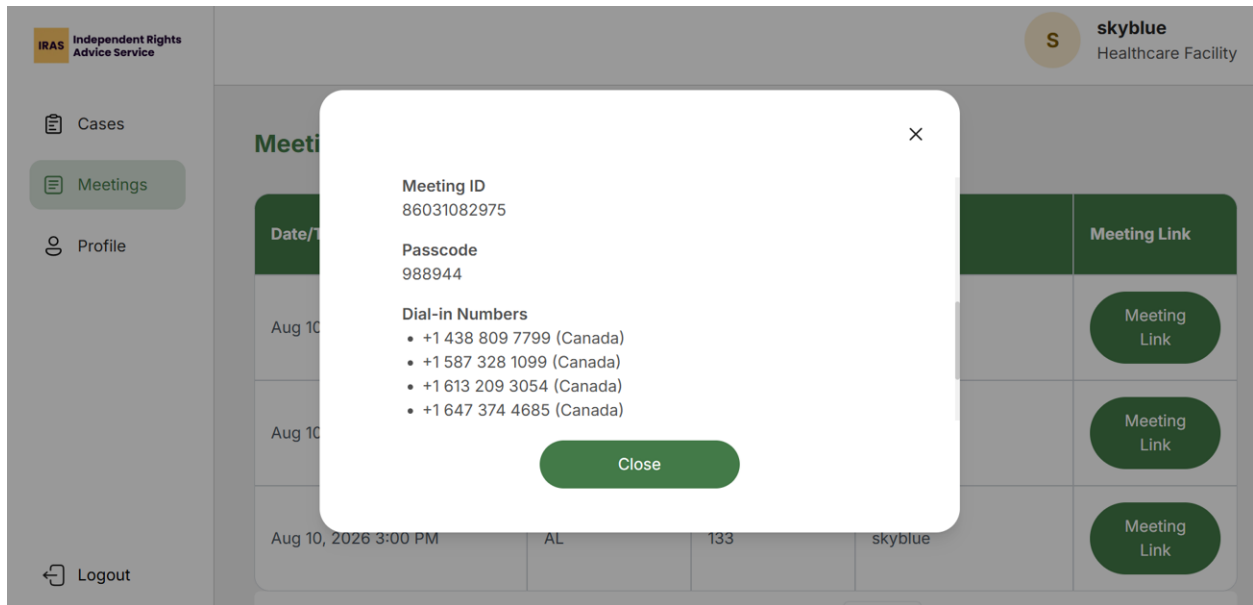
Date/Time
Aug 10, 2026 2:00 PM (60 minutes)

Meeting Format
Videoconference

Join Link
<https://us06web.zoom.us/j/86031082975?pwd=ebBBu06Fw8nMbm56GWfWiQIT0gQmPE.1>

Close

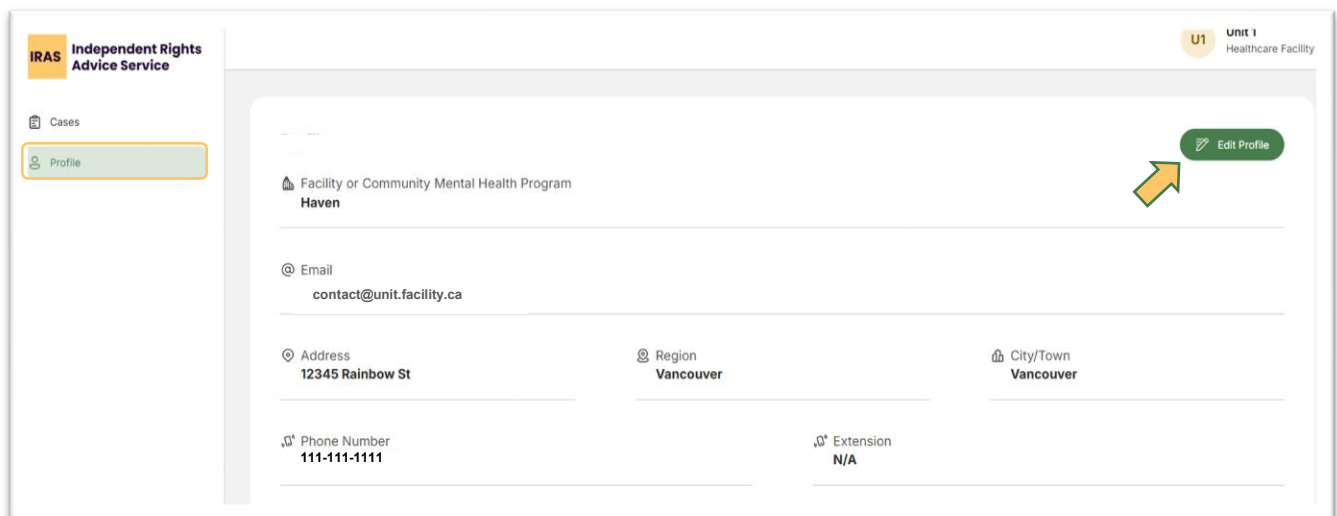
Meeting Link



Additional – Managing Facilities and Unit Details

Editing Facility Information:

Navigate to the Profile Section in the left-hand side menu of the portal. To edit the **facility** information, click the green **Edit Profile** button and change the information, if necessary. Then click **Save** to make changes.



IRAS Independent Rights Advice Service

Unit 1 Healthcare Facility

Edit Profile

Facility or Community Mental Health Program: Haven

Email: contact@unit.facility.ca

Please use a shared email address or alias rather than a personal email to ensure continuity of communication.

Address: 12345 Rainbow St | Region: Vancouver | City/Town: Vancouver

Authority: Vancouver Coastal Health Authority | Phone Number: 111-111-111 | Extension: 00000

Name of Primary Contact Person: | Position of Primary Contact Person: Provincial Manager

Buttons: Cancel, Save

Note: Any changes made in the facility Section should reflect information for the **entire hospital** rather than for an individual unit.

Editing and Updating Unit Information:

Navigate to the **Profile** Section from the left-side menu and select the appropriate button on the right to **Add Units** or **Edit Units**.

IRAS Independent Rights Advice Service

Unit 1 Healthcare Facility

Available Units

Buttons: Add Unit, Invite Unit, Edit Units

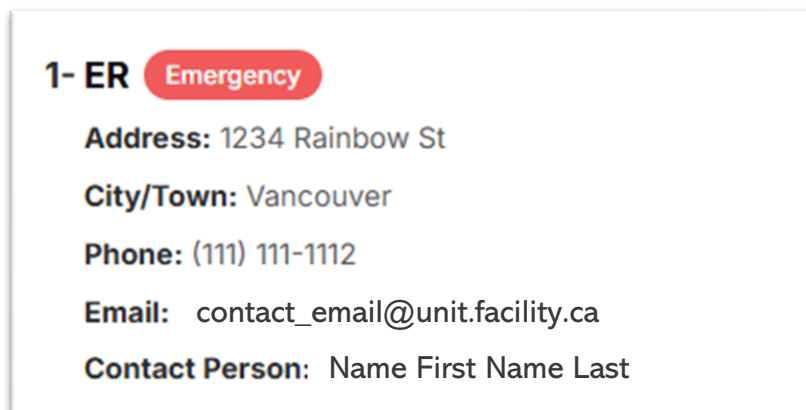
1- ER Emergency Address: 1234 Rainbow St City/Town: Vancouver Phone: (111) 111-1112 Email: contact@unit.facility.ca Contact Person:	
2- Unit 1 Address: 1 Way City/Town: Vancouver Phone: (111) 111-1111 Email: contact@unit.facility.ca Contact Person:	
3- Unit 2 Address: 12345 Rainbow St City/Town: Vancouver Phone: (111) 111-1111 Email: contact@unit.facility.ca Contact Person:	

Logout

Editing Unit: To **edit units**, click '**Edit Units**,' then select the green clipboard icon to modify the information. Once you've made your changes, click '**Save**' and then '**Done**' to complete the process.

Emergency Units

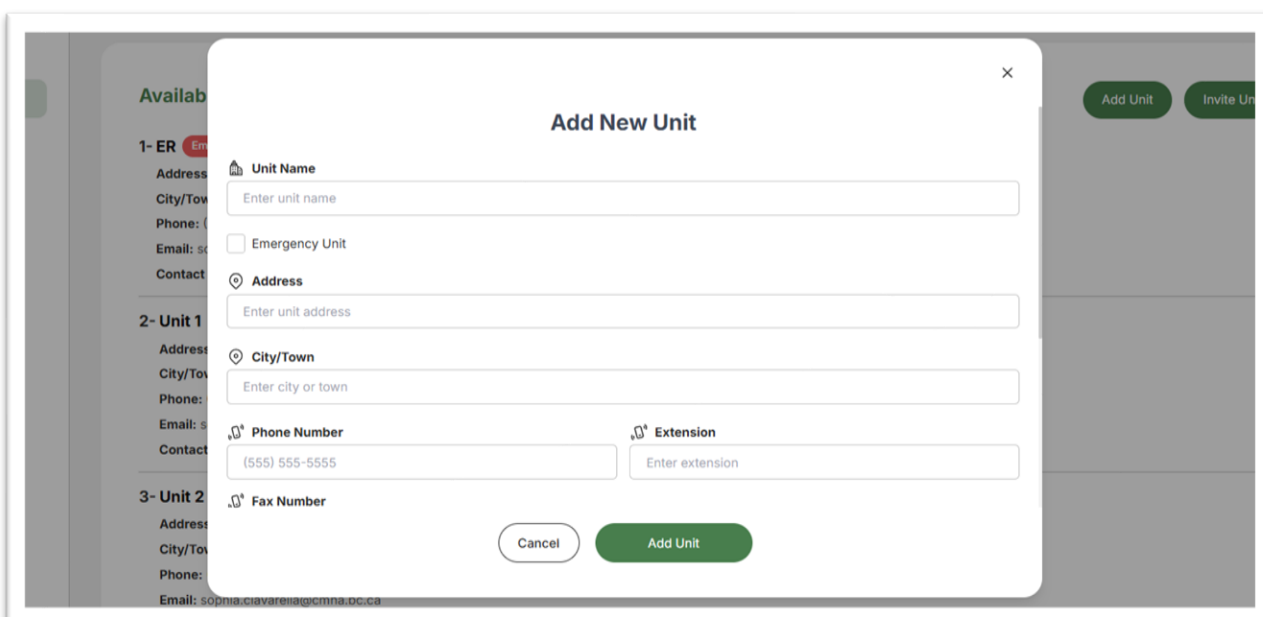
When adding or editing a unit, use the Emergency checkbox if the unit is an emergency room. Units marked as emergency unit will have a designated flag in the system, allowing the scheduling tool to prioritize and book same-day or next-available appointments. Please ensure the checkbox is selected for any emergency unit.



A screenshot of a unit information card. At the top, it says '1- ER' followed by a red pill-shaped button with the word 'Emergency' in white. Below this, the following fields are listed: 'Address: 1234 Rainbow St', 'City/Town: Vancouver', 'Phone: (111) 111-1112', 'Email: contact_email@unit.facility.ca', and 'Contact Person: Name First Name Last'.

Adding Units: With An Access Code

If you already have an existing access code: navigate to the Profile Section, scroll down to available units and click the green '**Add Unit**' button. Enter all required information and include a central unit email address where the rights meeting links and Form 22 PDFs will be sent. If it is an **emergency unit**, select the emergency checkbox.



A screenshot of the 'Add New Unit' modal form. The modal has a title bar with a close button (X). The form contains the following fields: 'Unit Name' (text input), 'Emergency Unit' (checkbox), 'Address' (text input), 'City/Town' (text input), 'Phone Number' (text input with a placeholder '(555) 555-5555'), 'Extension' (text input with a placeholder 'Enter extension'), and 'Fax Number' (text input). At the bottom, there are 'Cancel' and 'Add Unit' buttons. In the background, a list of units is visible, including '1- ER', '2- Unit 1', and '3- Unit 2'.

Adding a Unit Manually Without an Existing Access Code:

If you do not have an existing unit access code, follow these steps to add a unit to the IRAS portal:

1. **Email Request:** From the shared email address that will serve as the unit's email in the portal (used to receive meeting invites and Form 22 PDFs), send a request to intake@irasbc.ca. Include the **unit name** in your email.
2. **Receive Link:** The Scheduling Team will send a **registration link** from **no-reply@irasbc.ca**.
3. **Complete Unit Profile:** Click the link and fill in all required unit information.
4. **Submit:** Once all information is entered, select **Submit**.
5. **Access Code:** The access code will be sent to the email linked to the unit.

The left screenshot is an email from IRAS Independent Rights Advice Service. It says: "Hello, You have been invited to create and complete the profile for the unit **Add Unit** under **Purple Turtle**. Please use the button below to access the one-time link and complete your unit profile:" followed by a blue button labeled "Complete Unit Profile". Below the button is a long URL: <https://portal-staging.irasbc.ca/unit-invite/1cffe88910dba76da89f14200be71a635d21246f7d706457c8619fb9c9ead2d9>. A yellow box says: "Important: This link expires in 7 days and can only be used once. After completing your profile, you will receive your unit access code via email." At the bottom, it says: "If you have any questions or need assistance, please contact: intake@irasbc.ca".

The right screenshot is the "Complete Unit Profile" form for Facility: Purple Turtle. It has the following fields: Unit Name (Add Unit), Emergency Unit (checkbox), Address (Enter unit address), City/Town (Enter city or town), Phone Number (555) 555-5555, Extension (Enter extension), Fax Number (555) 555-5555, Email (intake@irasbc.ca), Name of Primary Contact Person (Enter contact name), and Position of Primary Contact Person (Enter contact position). A green "Submit" button is at the bottom right.

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) that are best suited to their developmental level and ability to understand the information on rights and options under the *Mental Health Act*. A variety of resources are also 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

Form 13.1 and Form 14.1 are the required forms used to inform patients of their rights under the *Mental Health Act*. Rights notification is required as soon as possible and within 24 hours of:

- involuntary admission or voluntary admission by request of a parent or guardian (patients under age 16);
- renewal of involuntary status; and
- transfer from another designated facility.

Steps for person providing rights notification

1) Give the patient a copy of the brochure *Your rights and options under BC's Mental Health Act*. There is [one version for involuntary patients](#) and [another version for voluntary patients under age 16](#) admitted by request of a parent or guardian. Whenever possible, the patient should have a chance to review these materials before the rights notification discussion.

2) Review the rights on the front of Form 13.1 of Form 14.1 with the patient.

Follow all regular requirements for providing rights notification.

3) Explain the role of the Rights Advisor and the option to meet with a Rights Advisor.

At minimum, review the information on the front page of the brochure, including:

- *The patient has the right to meet with an independent Rights Advisor.*
- *A Rights Advisor can help you understand your rights and support you to make decisions. They will listen to your concerns and answer your questions.*
- *Meeting with a Rights Advisor is free.*
- *Rights Advisors are independent. They do not work for the mental health facility. They are not involved in decisions about your care or treatment.*
- *Rights Advisors can usually meet with you within 48 hours. Most meetings are by videoconference or phone.*
- *Meetings with a Rights Advisor are private. You can have a family member or other support person attend with you, or you can meet with a Rights Advisor on your own.*

There is a handout on the Independent Rights Advice Service website at IRASBC.ca if the patient has questions or wants more information.

4) Ask the patient if they want to meet with a Rights Advisor.

- If the patient wants to meet with a Rights Advisor, follow the steps in the next Section on how to submit a request for Rights Advice and schedule a meeting.
- If a patient does not want to meet with a Rights Advisor at the time of receiving rights notification, inform them they can wait and ask to meet with a Rights Advisor later.
- Note on Form 13.1/14.1 that Rights Advice was offered and if it was accepted or declined.

Requesting and Scheduling Rights Advice Meetings

A patient has the right to meet with a Rights Advisor each time a rights notification is required. However, patients typically access one Rights Advice meeting upon the completion of a Form 4.1 or Form 4.2 (not one meeting for each form).

If a patient chooses not to meet with a Rights Advisor when rights notification is provided, they can ask to meet with a Rights Advisor later in their certification period. Follow-up meetings may be possible in some circumstances but 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 Independent Rights Advice Service website at [IRASBC.ca](https://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. There are several ways to complete Section 1:

- **Use a tablet or other mobile device to access the online form.** Review the questions in Section 1 with the patient and complete the online form as you go.
- **Use a paper copy of the form.** Review the questions in Section 1 with the patient and write them on the Form 22 or give the patient a copy of the form and ask them to complete Section 1. This information can then be entered into the online form.

Steps for staff at mental health facility

- **Review and complete Section 1 with the patient (or have the patient complete Section 1).**
 - **Inform the patient if in-person service is available at the facility.** Priority for in-person service is given to patients who may struggle to communicate in a virtual meeting.
 - **Review the option to have a family member or support person attend the meeting.** If the patient wants to have someone attend with them, assist them to contact this person. For example, they could be given access to a phone, or the form could be completed when the support person is at the facility visiting the patient. This step may delay submitting the Request for Rights Advice Form 22. Any information about

the family member or support person's availability can be included in the "Notes on Availability" box.

- **Review any communication needs (e.g., need for interpreter) or accommodation requests.**

2. Complete Section 2 and submit the Request for Rights Advice Form 22

The fully completed Request for Rights Advice Form 22 should be submitted **as soon as possible** after the patient requests to meet with a Rights Advisor.

The Request for Rights Advice Form **must** be completed using the secure online portal at portal.irasbc.ca. **To access the online portal, you need the unique access code for your unit.**

The Independent Rights Advice Service is **unable** to receive faxes. If a unit submits a Form 22 by fax, the IRAS Scheduling Team will contact that unit and ask that they resubmit the Form 22 through the IRAS portal. The Scheduling Team will assist with this process if help is required.

Facility staff can phone the Independent Rights Advice Service at 604-681-4070 or email intake@irasbc.ca for help submitting the request form. There will be a voicemail box for facility staff to leave a message. The Scheduling Team will check this voicemail multiple times a day and return phone calls within one business day.

Each facility or unit has its own access code for the secure online portal. The access codes do not expire. Each facility or unit is responsible for ensuring staff who need the access code are able to find it (e.g., storing on a shared drive, circulating the code to staff). If the access code needs to be changed for security reasons, facility staff will need to **phone the Independent Rights Advice Service at 604-681-4070 or email intake@irasbc.ca** and leave a voicemail requesting a new access code.

How to submit the form:

Steps for submission through online form

- Log into the online portal at: portal.irasbc.ca.
- Select your facility and unit from the dropdown list and enter your access code.
- Fill in Sections 1 and 2 of the online form.



- Submit the form.
- Download a PDF copy of the submission confirmation. **For security, the submission confirmation can only be downloaded once.**
- Print or save a copy of the submission confirmation to the patient's file.
- **Facility staff can phone the Independent Rights Advice Service at 604-681-4070 or email at intake@irasbc.ca for help submitting the request form.**

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. If needed, this person may be contacted by the Scheduling Team at the Independent Rights Advice Service to set up a meeting time. The meeting invitation will be sent to the e-mail listed in Section 2.

Steps for IRAS

- The Scheduling Team will receive the Request for Rights Advice Form 22 with the information to book the meeting.
- If needed, the Scheduling Team will phone the designated contact person at the facility listed in Section 2 to set up a meeting time.

Steps for staff at mental health facility

- If needed, the designated contact will work with the Scheduling Team to schedule a meeting on behalf of the patient.

- The Scheduling Team will review the availability calendar and assign a Rights Advisor for the meeting.
- The Scheduling Team will send out a meeting invitation for the next available Rights Advice meeting for the time that works for the facility and the patient.

4. Prepare for the Meeting

The meeting invitation will be sent to the relevant unit email at the facility. The invitation will include:

- The date and time of the meeting.
- The first two initials of the patient's first and last name.
- If the meeting will be by videoconference, phone, or in-person.
- A link to the online meeting (videoconference) via Zoom.
- Teleconference details in case anyone will be phoning into the meeting.
- Information about any interpretation services that will be booked, if applicable.

Steps for staff at mental health facility

- **A staff member must accept the meeting invitation to confirm the meeting time.**
- A copy of the meeting invitation will also be sent to the patient's personal e-mail and any meeting attendee(s)' e-mail, if provided in Section 1 of the form.

Steps for IRAS

- The Rights Advisor will accept the meeting invitation.
- The Rights Advisor will review the Request for Rights Advice form and the meeting details to prepare for the meeting.
- **If interpretation services are required:** the Rights Advisor will arrange for interpretation services, including forwarding the meeting invitation to interpretation services if required.

5. Hold the Meeting

Rights Advice meetings will vary in length, but they will not be more than 45 minutes long.

The facility must make reasonable efforts to provide access to a safe, private meeting space. However, safety considerations or the patient's medical condition may limit the ability to provide access to a private space. Whenever possible, meeting rooms must meet the following requirements:

- has seating for all meeting attendees and an appropriate surface to allow note taking;
- has appropriate lighting to allow a person to comfortably read documents; and
- is sufficiently soundproof that regular conversation cannot be distinguished from outside the room.

In the limited circumstances where there is no private meeting space available, the facility must take steps to maximize the privacy of the Rights Advice meeting (e.g. wireless headphones, phone meeting, quiet corner).

For virtual meetings: Ensure that, at minimum, the patient has access to a phone, and whenever possible, access to appropriate communications equipment to support a videoconference meeting including:

- an Internet connection that can support a clear videoconference meeting;
- a device such as a computer, tablet, or smartphone that supports videoconferencing software; and
- a camera, microphone, and speaker/headphones to allow meeting attendees to communicate with the Rights Advisor.

For phone meetings: Ensure that the patient has access to a phone.

Note: All phone appointments involve dialling in to a zoom call – phone calls are required to be completed through zoom teleconference by dialling into one of the phone numbers found in the confirmation link (as seen below) or by logging into the zoom application on the iPad. Video will not be available for these calls for either party. Please familiarise yourself with the instructions included in the meeting link.

Hello,

You are receiving this meeting invitation because you have requested a Rights Advice meeting, or someone you know would like for you to attend with them as a supporter. Rights Advice meetings are usually scheduled within 48 hours of receiving the request from the health care facility. If you are unable to attend or choose not to, please decline the meeting invitation.

For more information about the Independent Rights Advice Service, please visit our website at [IRASBC.ca](https://irasbc.ca)

Meeting Details

- Date: 7/9/2026
- Time: 02:00 PM PT

Join Zoom Meeting

[Click to Join Meeting](#)

Or copy this link: <https://us06web.zoom.us/j/89155565038?pwd=waUmc2oHVLdPZA5Za9THJlSRYj.1>

Zoom Meeting Information

Meeting ID: 89155565038
Meeting Password: 949653

One Tap Mobile:

+15873281099,,89155565038#,,,*\$949653# Canada
+16132093054,,89155565038#,,,*\$949653# Canada
+16473744685,,89155565038#,,,*\$949653# Canada
+16475580588,,89155565038#,,,*\$949653# Canada
+17789072071,,89155565038#,,,*\$949653# Canada
+17806660144,,89155565038#,,,*\$949653# Canada
+12042727920,,89155565038#,,,*\$949653# Canada

Dial in Numbers by Location:

+1 587 328 1099 Canada
+1 613 209 3054 Canada
+1 647 374 4685 Canada
+1 647 558 0588 Canada
+1 778 907 2071 Canada
+1 780 666 0144 Canada
+1 204 272 7920 Canada

Note for Mental Health Facility Staff & Rights Advisors:

Please refer to your procedure guides provided by IRAS regarding when and how to decline a meeting.

Note for Support Persons & Patients:

If you need to decline this meeting, please reply to this email indicating your inability to attend.

For in-person meetings: Ensure the Rights Advisor is aware of any safety protocols or visitor procedures that are required if they will be coming into the facility. Make sure someone is available to welcome the Rights Advisor and direct them to the meeting space.

Steps for staff at mental health facility

- Before the scheduled meeting time, ensure there is a private meeting space ready with appropriate communication equipment. Bring the patient to the meeting space.
- For virtual meetings, help the patient to join the online meeting for the meeting start time. Confirm that the patient can see and hear the Rights Advisor.
- For phone meetings, help the patient dial into the teleconference for the meeting start time. Confirm that the patient can hear the Rights Advisor.
- Unless there are safety or security requirements, allow the patient and any meeting attendees to meet privately with the Rights Advisor.

Steps for IRAS

- Once the patient is connected to the meeting, the Rights Advisor will start the meeting.
- If interpretation services are required, the Rights Advisor will be responsible for ensuring that the interpreter is able to connect to the meeting.

6. Keep a Record of the Meeting

Steps for IRAS

- Within 24 hours of finishing the Rights Advice meeting, the Rights Advisor will complete Section 3 of the Request for Rights Advice form.
- If there are any decisions from the meeting that facility staff should know about, the Rights Advisor will include this in the “Notes” Section. This could include things like:
 - *The patient wants to request a review panel hearing.*
 - *The patient wants to request a second medical opinion.*
- Once Section 3 is completed, the Rights Advice file will be closed, and a notification will be sent to facility by e-mail.

Steps for staff at mental health facility



- Once the Request for Rights Advice form is fully completed, a notification will be sent to the designated facility e-mail address. This e-mail will include a link to download a PDF of the completed Request for Rights Advice form.
- **To download the PDF form, the contact person must provide the facility or unit access code.**
- Review the form and print or save it in the patient's file.

Updating, Rescheduling or Cancelling a Rights Advice Meeting

The facility must communicate in a timely manner with the Independent Rights Advice Service if a meeting needs to be cancelled or rescheduled, or the patient has moved to another unit or transferred to another facility.

The need to update the patient location, reschedule, or cancel can be communicated to the Scheduling Team at the Independent Rights Advice Service by declining the meeting invitation or by contacting the Scheduling Team by e-mail at intake@irasbc.ca.

If the patient has been transferred to another unit, the Form 22 will need to be updated with the correct unit information in Section 2.

If a patient is transferred to another designated facility before the Rights Advice meeting can take place, the existing Rights Advice meeting will need to be cancelled, and a new Request for Rights Advice form submitted by the facility where the patient is transferred.

Reschedule a Meeting

A Rights Advice meeting may be **rescheduled** when:

- the patient is not well enough to meet with a Rights Advisor;
- the patient's availability or location changes (e.g. on a pass from unit, moved to another unit); or
- the patient requests to postpone the meeting time.

Note: Meetings do **not** necessarily need to be rescheduled if a patient is placed in seclusion. It is a patient's legal right to meet with a Rights Advisor. If special accommodations need to be arranged so that the meeting can take place, staff can **phone the Independent Rights Advice Service at 604-681-4070 or email intake@irasbc.ca**.

Whenever possible, the meeting will be rescheduled to a new date and time. However, if it's uncertain when the patient will be able to meet with a Rights Advisor, the meeting request will be kept open until this information is known. The Rights Advisor will follow-up with the designated contact person indicated on the request form in Section 2 after a few days if they have not heard back about rescheduling the Rights Advice meeting.

Steps for staff at mental health facility

- Open the meeting invitation and select "decline".
- In the response message, state that the meeting needs to be **rescheduled**. Please indicate if there are any dates or times that would work for rescheduling the meeting.



Steps for IRAS

- When the Scheduling Team receives the declined meeting invitation, they will reschedule the Rights Advice meeting.
- The Scheduling Team may follow up by e-mail about available meeting dates and times. The IRAS Scheduling Team's e-mail is intake@irasbc.ca. If necessary, the Scheduling Team will phone the designated contact to find a new meeting time.

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- An updated meeting invitation will be sent to the designated contact at the facility and any other meeting attendees that were included on the original meeting invitation.

- The facility must accept the meeting invitation to confirm the rescheduled meeting time.

Cancel a Meeting

A Rights Advice meeting may be **cancelled** when:

- the patient is no longer an involuntary patient (e.g., the patient is switched to voluntary status);
- the patient is transferred to another facility; or
- the patient no longer wishes to meet with a Rights Advisor.

Steps for staff at mental health facility

- Open the meeting invitation and select “decline”.
- In the response message, state that the meeting needs to be **cancelled**. Provide a brief explanation for why the meeting needs to be cancelled (e.g., “patient no longer wants to meet with a Rights Advisor”, “patient no longer involuntary”).

Steps for IRAS

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- When the declined meeting invitation is received, the Rights Advice meeting will be canceled. The cancellation will also be sent to the Rights Advisor and any other meeting attendees.
 - If no reason is given for the cancellation, the Independent Rights Advice Service may follow up to confirm the reason.
 - The Scheduling Team will write in Section 3 of the form that the meeting was cancelled. This will close the meeting file.

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- A notification will be sent to the facility e-mail. This e-mail will include a link to download a PDF of the completed form indicating that the meeting was cancelled. To download the PDF form, the facility staff must provide the unit access code.
 - Review the form and print or save it in the patient's file.