

# Patient and Participant Rights and Responsibilities

## MISSION

Our mission is for you to have a place to call home for your health, wellness and community support.

## YOU CAN EXPECT

- To be treated with respect, fairness and dignity.
- To be valued as an individual no matter your ethnic, physical ability, psychological, spiritual, language, family, gender, sexual orientation or cultural attributes.
- To be able to express opinions and be heard in a manner that is open, honest and safe.
- To be fully informed regarding all aspects of care or participation.
- To be supported with high-quality care and services.
- To be confident that your privacy and confidentiality will be protected and maintained.

## WE EXPECT FROM YOU

- To behave in ways that ensure a safe and respectful environment.
- To ask for more information when you need it.
- To participate in your care and take ownership of your health such as attending appointments as scheduled.
- To provide necessary, up-to-date information to your provider concerning relevant health and/or legal aspects impacting your care.
- To inform staff or volunteers of any accommodations you require.

