

Our Mutual Commitment



As Staff, Physicians, Volunteers, Students, Contract Workers at St. Joseph's Health Centre, I will:

Everyone can expect:

As a Patient, Family Member, Caregiver, Visitor, and/or a Surrogate Decision Maker, I will:

- > Treat all colleagues, patients and families with respect.
- > Provide service within the best possible timeframe while keeping patients, and families informed.

- > To be treated with respect dignity, and compassion.

- > Treat all staff, physicians, students, volunteers, contract workers, patients and their families with respect.
- > Expect to be treated in a reasonable time frame, recognizing that there could be delays due to the greater needs of other patients.

- > Provide care that considers the patients' expressed preferences, needs and values.
- > Support and promote an inclusive environment.
- > Practice safety in every aspect of the patients' care.

- > A safe and inclusive environment.

- > Identify my preferences, needs and values.
- > Respect that St Joe's is an inclusive environment.
- > Raise any concerns regarding my care or safety.

- > Inform patients of my name, title and role.
- > Provide high quality service and care.
- > Provide clear information about the patients' care and treatment in language that they can understand and participate in their care and treatment.

- > To collaborate with the care team.

- > Identify my family, friend or caregiver involved in my care.
- > Follow my treatment or care plan to the best of my ability.
- > Participate in all decisions about my treatment plan while in the hospital and upon discharge.

- > Protect the confidentiality of patients' personal information.

- > Privacy and confidentiality.

- > Respect the privacy and confidentiality of others.

- > Provide information necessary to support the patient in making well-informed decisions.
- > Acknowledge and apologize when a problem occurs.

- > Excellence and accountability.

- > Provide information to the best of my ability to the staff caring for me about my health conditions and my medications.
- > Let staff know, respectfully; if I don't understand the information provided to me.