

# Patient Declaration of Values: The voice of our clients and families

## **Quality of Care**

Care is safe and based on the most current evidence available. Staff are friendly and on time. We know who to contact if we need help and are involved in care planning at the level we choose.

## **Respect**

We have a say and are heard. Our hopes, fears and concerns are taken seriously, our privacy is protected, and our differences and choices are respected.

## **Information-sharing**

Information is shared with us as soon as possible, and questions are answered honestly and clearly. We are informed of choices, risks and benefits of decisions, and when we have concerns, we are free to express these and will be attentively listened to.

## **Partnership**

We know the names and roles of the members of our health care team, and they work together to support us while in care, through transitions and through difficult situations. We are equal partners of our health care team, and our unique knowledge, expertise and opinions are valued.