

CARE EXPERIENCE CHARTER

When I come to you for care, no matter who I am:

When you come to me for care, no matter who you are, I will make every effort to:



Treat me as a person by understanding my unique identity, needs and values

- Treat the Houses of Providence as your home – where you live and receive care
- Treat you with dignity and respect your needs as a person with no judgement
- Take the time to understand and respond to your physical, emotional, mental, cultural and spiritual needs



Be kind and respectful to me and my home

- Take the time to understand what name you would like to be called and use that name each time I speak with you
- Wear my name tag where it is visible, introduce myself, explain my role and what I will be doing
- Act with empathy, kindness and respect your privacy
- Knock first before entering your room if your door is closed



Partner with me and my chosen family* in my care

- Ask who you want involved in your plan of care
- Invite you and your chosen family to partner in your care

**I define who my family is, which may include my relatives, friends or neighbours*



Actively listen to me and take time to hear what I am saying

- Be fully present, maintain eye contact, reflect back on what you've said and explain what we are doing, even if you are unable to communicate
- Ask open-ended questions, actively listen and maintain open communication
- Be patient and understand that you may need more time and help



Help me get the right care from the right people

- Refer you to the right person or clinic, as needed, to meet your care needs or concerns
- Give you solutions for temporary relief if there is a delay in your treatment



Respect my time and keep me informed if I am waiting

- Be open about why you are waiting and explain how long your wait may take
- Respond to you in a timely way with progress updates and next steps



Provide a safe healing and living environment

- Create and maintain, to the best of my ability, a clean, quiet and safe environment for your living



Share information I need in a way I understand

- Use simple language and interpreter services, as needed, to help you fully understand your condition and your care
- Give you and your caregiver clear details on your care plan and give you the opportunity to ask questions