

UNITY HEALTH TORONTO'S

# CARE EXPERIENCE CHARTER

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

Help me get the right care from the right people

Provide a safe healing and living environment

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

Be kind and respectful to me and my home



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

Respect my time and keep me informed if I am waiting

Partner with me and my chosen family\* in my care

Share information I need in a way I understand

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



ST. JOSEPH'S • ST. MICHAEL'S • PROVIDENCE

**UNITY HEALTH  
TORONTO**