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*Everyone wants it.*

*Everyone deserves it.*



*This is a place of respect for clients, visitors and staff.*

In support of the Carewest Frame of Reference, our Philosophy of Care is:

**“To provide our residents and clients with quality care in safe, comfortable and supportive environments.”**

The Guiding Principles to the Philosophy include working together to:

- Preserve and promote **dignity** through respectful, individualized approaches to care;
- Provide **kind** and **compassionate** care and service;
- Foster **supportive relationships** between all staff, clients, families and communities;
- Foster an environment of **learning** to promote excellence in care and service.



# Expectations and Responsibilities

for Our  
Employees, Volunteers, Partners,  
Clients & Families



[www.carewest.ca](http://www.carewest.ca)



# Expectations and Responsibilities

## of Our Employees, Volunteers, Partners, Clients & Families

Carewest is committed to promoting a respectful environment, where everyone contributes to safe, quality, compassionate care. We believe that when we work together and live our values, we honour our rights and responsibilities.

If you work or volunteer at Carewest you have the responsibility of...	Everyone has the RIGHT to...	If you are a client or family member, you have the responsibility of...
<ul style="list-style-type: none"> <li>• Treating others with respect and dignity</li> <li>• Being respectful and understanding with others</li> <li>• Being prepared to hear, listen and understand others</li> </ul>	<p>Be treated with respect Be listened to and heard</p>	<ul style="list-style-type: none"> <li>• Treating others with respect and dignity</li> <li>• Considering that other clients may also need help</li> </ul>
<ul style="list-style-type: none"> <li>• Using a calm tone of voice and non-threatening body language</li> <li>• Reporting unsafe or potentially unsafe conditions</li> <li>• Educating clients and families about their role in safety</li> </ul>	<p>A safe physical, emotional, and psychological environment</p>	<ul style="list-style-type: none"> <li>• Using a calm voice and non-threatening body language</li> <li>• Reporting unsafe or potentially unsafe conditions</li> <li>• Understanding your role in your safety and how you contribute to ensuring a safe environment</li> </ul>
<ul style="list-style-type: none"> <li>• Providing information in simple language, and including clients and caregivers in the development and management of the care plan</li> <li>• Communicating with your team – which includes the client and caregivers – by providing feedback and expressing concerns</li> <li>• Knowing and respecting each care team member’s role and scope of practice</li> </ul>	<p>Be part of a care team (clients and caregivers)</p>	<ul style="list-style-type: none"> <li>• Understanding your care needs</li> <li>• Letting your care team know when you don’t understand, asking questions and expressing concerns</li> <li>• Understanding your role in your care plan to the best of your ability</li> </ul>
<ul style="list-style-type: none"> <li>• Sharing information relevant to client care</li> <li>• Giving timely responses to questions and concerns</li> <li>• Maintaining confidentiality</li> </ul>	<p>Information to provide or receive care Confidentiality</p>	<ul style="list-style-type: none"> <li>• Providing relevant information to your care team</li> <li>• Maintaining the confidentiality of other clients’ personal information</li> </ul>

