

Carewest is committed to providing a respectful environment, where everyone is committed to safe, quality 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"> • Treating others with compassion, respect and dignity • Being respectful and understanding with others • Being prepared to hear, listen and understand others 	<p>Be treated with respect</p> <p>Be listened to and heard</p>	<ul style="list-style-type: none"> • Treating others with respect and dignity • Considering that other clients may also need help
<ul style="list-style-type: none"> • Using a calm tone of voice and non-threatening body language • Reporting unsafe or potentially unsafe conditions • Educating clients and families about their role in safety 	<p>A safe physical, emotional, and psychological environment</p>	<ul style="list-style-type: none"> • Using a calm voice and non-threatening body language • Reporting unsafe or potentially unsafe conditions • Understanding your role in your safety and how you contribute to ensuring a safe environment
<ul style="list-style-type: none"> • Working with clients and families to create a care plan they are able to follow and accepting feedback on the plan to ensure it meets their needs • Communicating with your team – which includes the client and caregivers – by providing feedback and expressing concerns • Knowing and respecting each care team member’s role and scope of practice 	<p>Be part of a care team</p>	<ul style="list-style-type: none"> • Understanding your care needs • Letting your care team know when you don’t understand, asking questions and expressing concerns • Understanding your role in your care plan to the best of your ability
<ul style="list-style-type: none"> • Sharing information relevant to client care • Giving timely responses to questions and concerns • Honouring and maintaining privacy and confidentiality 	<p>Information to provide or receive care</p> <p>Confidentiality</p> <p>Privacy</p>	<ul style="list-style-type: none"> • Providing relevant information to your care team • Telling us who you want your information shared with to help provide you with support • Maintaining confidentiality of other clients’ personal information • Obtaining permission from a staff member if you wish to take a picture or make a recording to support the privacy of others
<ul style="list-style-type: none"> • Committing to provide equitable healthcare access for all Albertans through inclusive environments and practices • Offering welcoming spaces where all people are safe, respected and accepted • Striving to further Carewest as a diverse, equitable, inclusive and safe place to live, receive care and work • Learning different ways we can make everyone feel included and welcomed • Building caring relationships to a community of choice for clients and caregivers 	<p>Have their unique lived experience accepted and embraced</p> <p>Be supported, welcomed and celebrated for the diversity they bring to Carewest</p> <p>Feel included and welcomed</p>	<ul style="list-style-type: none"> • Being inclusive, respectful and kind in all interactions • Letting us know if you face specific challenges that impact your ability to receive care, so we may explore options to support you • Sharing your beliefs, values, cultural practices and what matters to you, to help us shape more inclusive and supportive care together
<ul style="list-style-type: none"> • Working to make everyone feel safe, encouraged and able to talk about quality and safety concerns • Giving clients and families open, timely ways to share feedback with us 	<p>Discuss your concerns</p> <p>Provide feedback</p>	<ul style="list-style-type: none"> • Telling us what’s helped in your care and how we can improve • Sharing feedback regarding the healthcare services and supports: <ul style="list-style-type: none"> • By talking to your healthcare provider or unit manager directly • Through our Resident, Client and Family Feedback Form • Through AHS Patient Relations



Scan here to provide feedback

