



CLIENT RIGHTS

As a client of St. Joseph's Care Group, my unique wants and needs will be acknowledged. Family and/or others who I choose to be included in my care are important partners who help lead decisions about my care and are treated with dignity and respect at all times.

If I am not capable of making decisions, my substitute decision-maker has the legal right to make them for me.

CLIENT RESPONSIBILITIES

By partnering with others on my care team to make decisions about my care, and by treating others with respect and dignity, I am able to experience the best care possible.

As a client of St. Joseph's Care Group, I have responsibilities to other clients, family members, staff, physicians, volunteers and visitors.

Care
Compassion
Commitment

As a Client, I Have the Right to:

EXCELLENT CARE

- Have access to a variety of services that acknowledge my physical, mental, spiritual, social, emotional, vocational, educational and recreational needs
- Be recognized as an expert in my needs and have the opportunity to participate in making decisions about my care
- Have opportunity to choose who I want to include in my care team to help make decisions about my care
- Be provided information about my health, treatment options and consent to treatment in a way that I understand and at my request
- Be provided information, resources and other supports to help me make decisions about my care

PRIVACY OF PERSONAL INFORMATION

- Be assured that my personal information (including health, financial and other) will be kept confidential
- Be assured that my personal information is only made available to authorized persons
- Be informed about how to access my personal information

SHARE MY VOICE AND HELP MAKE IMPROVEMENTS

- Be made aware of opportunities to provide feedback (e.g. compliments, concerns and suggestions)
- Be assured that my feedback is only made available to those who have a right of access
- Be provided a fair and timely process to manage my concerns without negative impact on my care
- Have engagement activities (including surveys, focus groups, research studies and other) explained to me before being invited to voluntarily participate
- Provide my consent to participate and withdraw my consent and participation at any time during any engagement activity

A COMFORTABLE ENVIRONMENT

- Receive care in a clean and safe environment
- Receive a timely orientation to the space where I receive care
- Be afforded privacy during treatment to the best extent possible
- Be kept informed about rules and regulations that govern the care environment

As a Client, I Have the Responsibility to:

SHOW RESPECT

- Treat others with courtesy and consideration at all times

MAINTAIN CONFIDENTIALITY

- Respect the privacy of others by refraining from sharing any written, verbal or electronic information of others without their consent

BE A LEADER IN MY CARE

- Participate in making decisions about my care
- Ask questions when I don't understand information provided to me
- Provide relevant information to members of my care team to help them in making decisions about my care
- Respect my care providers and their time with me
- Report any concern to staff or a manager

SUPPORT SAFETY

- Recognize and follow safety practices
- Treat supplies, equipment and furnishings with respect
- Report to staff anything I believe needs attention with regard to safety or security



Mission

St. Joseph's Care Group is a Catholic organization that identifies and responds to the unmet needs of the people of Northwestern Ontario, as a way of continuing the healing mission of Jesus in the tradition of The Sisters of St. Joseph of Sault Ste. Marie.

Vision

A leader in client-centred care.



For information, call (807) 768-4440
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Thunder Bay, ON P7A 4J2

Learn more at www.sjcg.net

Client Rights + Responsibilities

For your comfort and safety, St. Joseph's Care Group encourages partnership between clients and their healthcare providers.

