



MISERICORDIA

H e a l t h • C e n t r e

The future of care

Bill of Rights and Responsibilities for Residents & Patients

In keeping with its Mission and values to provide accessible quality health care that promotes the dignity and well-being of those we serve, Misericordia Health Centre provides care in a way that respects and fosters residents' and patients' autonomy, positive self-regard, rights and involvement in their care. In accordance with the Catholic Health Association of Canada's Health Ethics Guide, Misericordia upholds the belief that all persons have equal value and dignity and are to be treated with respect – especially when they are weak, vulnerable or sick.

The Bill of Rights and Responsibilities is reflective of Misericordia's core values of caring, respect and trust and is intended to facilitate mutual cooperation, effective communication and a trusting, healing relationship between residents/patients, families, physicians and staff.

RESIDENTS & PATIENTS HAVE THE RIGHT TO:

Be treated with courtesy and in a way that promotes their dignity and individuality.

Family participation in their care.

Be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.

Give or refuse consent to treatment – including medication – in accordance to the law; this right is extended to legal representatives as well.

Be free to (in accordance with safety requirements and privacy rights of other residents/patients):

Exercise their freedom of choice of religion, culture and language.

Communicate and have visits with family, friends and others – and in private if desired.

Care in a safe and clean environment.

Be afforded reasonable privacy while being treated and cared for.

Care that is free from abuse, neglect or reprisal.

Be informed of and participate in decisions regarding options for care and treatment.

Receive care and services that promote a meaningful quality of life.

Be respected regardless of age, nationality, gender, sexual orientation, religion or mental and/or physical disability.

Expect that information about health and personal matters be held in confidence.

Know that there are processes to resolve disputes, grievances and conflicts.

Access and receive information regarding their own medical file; this right is extended to legal representatives as well.

Be free to communicate and meet with their legal representative as often as necessary – and in private if desired.

IN ADDITION, RESIDENTS HAVE THE RIGHT TO:

Live in a home-like environment.

Be free to:

Choose their recreational activities.

Choose the personal items to be kept in their rooms, when space permits.

Select the clothes to be worn each day.

RESIDENTS & PATIENTS HAVE THE RESPONSIBILITY TO:

Participate in decision-making to the extent of their ability.

Identify an individual to speak on their behalf if they are not able.

Be understanding and considerate of the needs and abilities of other residents or patients.

Be understanding of the communal nature of a care area and be considerate of the staff who are working to meet the needs of all residents or patients.