

# Bill of Rights and Responsibilities

Family Resource Centre

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## **Your Rights**

Quality care and service

Shared decision-making

Information and answers

Courtesy, dignity and respect

Privacy and confidentiality

Respect for your language, culture and religion

## **Our Expectations**

Courtesy, dignity and respect

Accurate, up-to-date information

Partnerships with staff

Payment of costs not covered by your health card

Feedback on how we're doing

## **Our Values**

We believe in the uniqueness of the individual, the power of our families, and the importance of communities.

We believe in creativity, innovation and in challenging barriers.

We believe that by working together and being accountable, we CAN make a difference!