Bill of Rights and Responsibilities

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!