

## DECLARATION OF VALUES

If you work at the Hospital, you are responsible to...	Everyone has the right to...	If you are a patient, family or representative, you are responsible to...
<ul style="list-style-type: none"> <li>▪ Treat others with courtesy and dignity.</li> <li>▪ Recognize and honour the uniqueness of each person.</li> <li>▪ Contribute to a quiet, healing environment.</li> <li>▪ Promote collaborative and respectful communications and work relationships among members of the team, respecting each team member's role and scope of practice.</li> </ul>	<p><b>Be treated with dignity, respect, and fairness</b></p>	<ul style="list-style-type: none"> <li>▪ Treat others with courtesy and dignity.</li> <li>▪ Consider the feelings of others.</li> <li>▪ Contribute to a quiet, healing environment.</li> <li>▪ Consider that other patients may need help more urgently than you or your loved one.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Express kindness and empathy towards others.</li> <li>▪ Genuinely listen and seek to understand another's situation, feelings, and thoughts.</li> <li>▪ Advocate for those who are most vulnerable.</li> <li>▪ Support the spiritual needs, faith traditions and rituals of our patients and our colleagues.</li> </ul>	<p><b>Compassion and caring</b></p>	<ul style="list-style-type: none"> <li>▪ Be patient and understanding.</li> <li>▪ Make us aware of any religious or spiritual care you wish to receive during your stay.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Share with colleagues any important, evidence-based information which supports quality care for efficient, safe hospital functioning.</li> <li>▪ Ensure the safety of patients, families, visitors, and staff by learning, sharing, and putting into action best practices.</li> <li>▪ Use a calm tone of voice and non-threatening body language.</li> <li>▪ Adhere to all policies including "Hand Washing".</li> <li>▪ Report unsafe or potentially unsafe conditions without fear of reprisal.</li> <li>▪ Teach patients, family and visitors about their roles in safety.</li> <li>▪ Assist in the resolution of patient concerns or complaints in a timely manner.</li> </ul>	<p><b>Quality care and a safe environment</b></p>	<ul style="list-style-type: none"> <li>▪ Make suggestions to improve your quality of care.</li> <li>▪ Protect your own valuables, leave objects at home that could cause harm.</li> <li>▪ Respect the hospital's property and community by-laws.</li> <li>▪ Use a calm tone of voice and non-threatening body language.</li> <li>▪ Follow all posted policies including "Hand Washing".</li> <li>▪ Express your concerns without fear of reprisal.</li> <li>▪ Let your healthcare team know of your concerns as soon as possible to allow them to quickly put things right for you.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Engage the patient and family in his/her care.</li> <li>▪ Explain to the patient and family the care plan such as tests or procedures and ask if they have any questions or concerns.</li> <li>▪ Participate in team planning and/or cooperate in implementing team plans.</li> <li>▪ Take responsibility for your decisions and actions.</li> <li>▪ Be cost-effective in how you deliver safe, quality care.</li> </ul>	<p><b>Be part of the health care team</b></p>	<ul style="list-style-type: none"> <li>▪ Receive all necessary information, have questions answered and understand the consequences of giving or refusing consent to treatment.</li> <li>▪ Tell your health care provider if there is a change in your condition or if problems arise after your treatment.</li> <li>▪ Participate in your agreed upon treatment plan both in hospital and after discharge.</li> <li>▪ Accept responsibility for decisions you make about your treatment or care.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Be honest and courteous in dealing with others.</li> <li>▪ Use the best available evidence in your practice and in providing high quality patient care.</li> <li>▪ Actively participate in your professional learning and ongoing development.</li> </ul>	<p><b>Honesty, openness, and information</b></p>	<ul style="list-style-type: none"> <li>▪ Provide relevant information to your health care team which is essential in the delivery of quality health care.</li> <li>▪ Let staff know when you don't understand any information given to you.</li> <li>▪ Respect the drug and alcohol policy of the hospital which states that bringing or consuming non-prescribed drugs or alcohol in the hospital is strictly forbidden.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Protect the privacy and confidentiality of patients and others.</li> <li>▪ Report breaches of confidentiality.</li> <li>▪ Not take photos while on Hospital property without prior approval.</li> </ul>	<p><b>Confidentiality</b></p>	<ul style="list-style-type: none"> <li>▪ Value other patients' rights to confidentiality and let your healthcare team know about breaches in confidentiality.</li> <li>▪ Choose one person to receive information about your treatment and to act as the spokesperson to other family members.</li> <li>▪ Not take photos while on Hospital property without prior approval.</li> </ul>

Acknowledgment: Content has been localized and adapted from content provided by Pembroke Regional Hospital.