

# Partners in Care

## *expectations and responsibilities*

*We strive to provide you with culturally safe, quality care. Quality care is best achieved when you, the client, along with your family and friends, become “partners in care” with us, your health care providers.*

### **As a person enquiring, accessing, or receiving care at Yúustway Health & Wellness, you can expect:**

- To be provided with safe, quality health care that is ingrained in Squamish Nation culture, in an environment that celebrates the cultural values, beliefs, and traditions of Squamish Nation, and where the culture is seen as a resource for individual, family and community health.
- To receive transparent information about Yúustway Health & Wellness and accessing care.
- To be treated with dignity and respect, without discrimination of any kind; to receive care that is courteous, considerate, and culturally safe.
- To have the opportunity to provide meaningful input that will help to inform the planning, development, implementation, and delivery of programs and services. This can be done through feedback and evaluations of Yúustway Health & Wellness programs and services.
- To receive timely and competent care from qualified staff, in a clean and safe environment.
- To be introduced to us, your care providers, and to be informed of what we are going to do and why we are doing it.
- To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.
- To be able to change your mind if you have already said “yes” or “no” to a course of treatment.
- To refuse to participate in research and to discuss not being involved in teaching beyond that which is required for your care.
- To have us maintain your privacy and confidentiality of your medical records.
- To have a friend, family member, or someone you know support you whenever possible.
- To be offered services that are accessible and appropriate should you have an impairment or disability.
- To file a complaint and receive a timely response, without fear that it will affect your care.

### **As a person or client of Yúustway Health & Wellness, and as a partner in your care, we kindly ask you and your family commit:**

- To treat others with dignity and respect, without discrimination of any kind; and to be courteous to all those who provide services or programs.
- To work together to develop and decide on a plan of care that meets your needs.
- To communicate openly if your care plan is not achievable or suitable so that your health care team can offer support to better assist you.
- To act in a safe and responsible manner.
- To be considerate and respectful of privacy, diversity, property and other rights of clients, families, visitors, and employees.
- To ask for further explanation of anything not understood.
- To inform the appropriate people if you are unable to attend an appointment or if you wish to discontinue services or programming.
- To respect Yúustway Health & Wellness property, policies, rules, and regulations.

