



**353 Conception Bay Highway
Conception Bay South, NL
Telephone 709-834-4775
Fax 709-834-5157**

OUR COMMITMENT TO OUR RESIDENTS

Each Resident in our home...

- Will be encouraged to remain as independent as possible and will be treated with courtesy, respect and dignity
- Will be provided care without discrimination and encouraged to exercise the rights of a citizen
- Will be protected from abuse and neglect
- Will be provided with a safe, clean, and supportive environment
- Will have access to programs and opportunities to meet physical, spiritual, social, emotional, and intellectual needs
- Will have the right to keep and display personal possessions, pictures and furnishings in his or her room, subject to the safety requirements and the rights of other residents
- Will have the right to privacy and to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference
- Will have the right to be informed on who is responsible for and who is providing his or her direct care
- Will have his/her medical care needs and treatment explained in easily understood terms and will be supported in the right to have input into decisions that affect quality of life
- Can refuse medical treatment and medications and will be informed of the consequences of doing so
- Will have the right to have his/her lifestyle choices respected
- Will not be transferred within our home or to another location without prior knowledge and agreement
- Will have the right to be informed in writing of any law, rule or policy affecting services provided, including charges for services provided at an additional cost and the procedures for initiating complaints
- Can manage his/her own financial affairs, or can designate another person to do so
- Will have his/her personal health information kept confidential and may access his/her records of personal health information including their plan of care in accordance with legislation
- Can form friendships and enjoy relationships with people of his/her choosing
- Can establish and participate in resident organizations and can express concerns, comments and suggestions to staff members, administration, or any authority without fear of reprisal

MAILING ADDRESS
P.O. Box 14244
Conception Bay South, NL
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