

WATERLOO WELLINGTON PATIENT DECLARATION OF VALUES

You can expect your health care to include:



PATIENT-CENTRED CARE

- That understands that you are a whole person,
- Treats you with compassion and respect, and
- Includes your family and support system in your care.



A PARTNERSHIP WITH YOUR CARE PROVIDER

- That shares responsibility and accountability with you,
- Provides care and support to achieve your health goals, and
- Considers all your health needs, connecting you to health and community services.



COMMUNICATION

- That allows you to be heard in a safe and caring environment,
- Provides clear health information that you can understand, and
- Shares open and transparent information with you and your care teams.



EQUITABLE CARE

- That puts your needs first regardless of your situation,
- Eliminates barriers to receiving timely and safe services, and
- Is free of prejudice, stigma and judgment.



CONTINUOUS IMPROVEMENT IN HEALTH CARE

- That provides you with access to the best quality of care,
- Increases access to new innovative technology and treatments, and
- Contributes to your confidence and trust in the health system.

Resident Bill of Rights (Long Term Care)

St. Joseph's Health Centre Guelph (SJHCG) is governed by the Long Term Care Homes Act, 2007. The Act identifies a Resident Bill of Rights. There are 27 Rights in the Bill of Rights. There is one that relates specifically to complaints. Copies of the Bill of Rights can be found posted throughout the organization.

St. Joseph's Health Centre Guelph

Our Vision

St. Joseph's Health Centre Guelph is a leader in providing outstanding health care and support to residents, patients, families, and the broader community we serve.

Our Values

Compassion

Accountability

Respect

Excellence

Our Mission

Inspired by the legacy of the Sisters of St. Joseph, we are dedicated to compassionate, person-centered care through discovery, innovation, and partnerships.

Contact us at:
519-824-6000 x4380
feedback@sjhcg.ca

Feedback



We Want to
Hear From
You



St. Joseph's
HEALTH CENTRE GUELPH

Serving with Compassion, Care and Courage

Contact us at
519-824-6000

To share your experiences follow these steps:



Talk with the staff or team directly involved

Are you satisfied with the outcome?
If not, please get in touch with the department manager
519-824-6000

Long Term
Care x4249

Rehabilitation
& Restorative
Care x4256

Complex
Continuing Care
& Pharmacy
x4375

Outpatient Physiotherapy,
Occupational Therapy
Speech Pathology and
Amulatory Services x4657

Outreach
Services
x4209

When a direct approach is not possible or the issue cannot be resolved with the front line staff, team leader, or department manager, complaints can be made to the St. Joseph's Health Centre Guelph (SJHCG) Patient Relations Representative. The feedback can be submitted by letter, telephone, or email. Feedback can also be made on behalf of someone else. Direct feedback to:

~ Julie Wilson, Patient Relations Representative, 519-824-6000 ext. 4380, feedback@sjhcg.ca

Please note, for written complaints in Long Term Care, we will ask you if you would like us to send a copy of your complaint to the Ministry of Health and Long Term Care, as per the *Long Term Care Homes Act, 2007*.

SJHCG will review and respond to complaints in a timely, thorough, and impartial manner.

We will:

- Acknowledge the complaint within 5 business days
- Provide a written or verbal response to the complainant within 10 working days

Occasionally, a more serious or complex complaint may take longer.