



OUR COMMITMENT TO RESIDENTS

Recognizing that each resident of our nursing home is a unique individual with unique wants and needs, and recognizing our responsibility to balance the rights of all residents of the home, Heritage Green is committed to ensuring that each resident:

1. Will be encouraged to remain as independent as possible, and will be treated with courtesy, respect and dignity, free from mental and physical abuse, in a manner that recognizes one's status as an adult;
2. Will be provided with care without discrimination;
3. Will be provided with a safe, clean and healthy environment to ensure safety and to protect property;
4. Has access to programs that meet physical, spiritual, social, emotional and intellectual needs, and that provide opportunities to develop interests, abilities and potential;
5. Will receive nutritious meals and snacks appropriate to diet needs and which meet Canada's Food Guide;
6. Can view the facility as being one's home and is welcome to enjoy personal belongings and furnishings provided space limitations and safety requirements are recognized;
7. Has privacy when receiving counseling, treatment or personal care, or when communicating with family, friends, lawyers, clergy, government representatives or any other person;
8. Can choose a personal physician, providing the physician follows provincial legislation as well as guidelines developed by Heritage Green and the facility's Professional Advisory Committee;

- 9. Has one's condition, care and treatment explained in easily understood terms, and will be supported in the right to have input into decisions that affect quality of life.**
- 10. Can refuse medical treatment and medications and is informed of the medical consequences of refusing;**
- 11. Has freedom from chemical or physical restraints, except as authorized in writing by a physician for a specified period of time, or when necessary for prevention of injury;**
- 12. Can refuse personal care to the extent that it will not interfere with the lives and safety of other residents;**
- 13. Will not be transferred within the facility or to another facility without prior knowledge, unless such a move takes place during a life-threatening situation;**
- 14. Has access to and is kept informed of changes to legislation, regulations, policies and services included in the monthly fee, and services provided at an extra cost;**
- 15. Can manage one's own financial affairs, or can authorize another person to do so. In those cases where the facility administers trust funds for a resident, detailed information regarding financial transactions will be provided.**
- 16. Will have one's financial, medical and other personal information kept confidential and made available only to authorized persons requiring such information in the resident's best interest;**
- 17. Can form friendships and enjoy relationships with persons of one's choosing;**
- 18. Can establish and participate in resident organizations and can express concerns, comments and suggestions to staff members or administration without fear of reprisal;**
- 19. Is assured that all staff are aware of, and will honour, *Heritage Green's Commitment to Residents*.**