

BILL OF RIGHTS

CAREGIVERS HAVE THE RIGHT TO (within the boundaries of confidentiality and consent laws) to:

- Be treated with empathy, dignity and respect in a safe, healing environment free of stigma.
- Caring staff who understand that the whole family is impacted when a loved one is experiencing mental health challenges.
- Be involved in the care of your loved one and be informed of significant events in patient care (ie: transitions in care and changes to levels of responsibility)
- Share relevant, accurate information and insights about the patient's history, care and progress with the understanding that it may be included on the patient's health record.
- Ask questions and receive clear responses to queries.
- Be offered an interpreter.
- A reliable and competent contact person to assist with systems navigation.
- Information and guidance on symptom management and crisis intervention.
- Information on community resources and how to access them.
- Education and supports that can assist in coping with mental health challenges.
- Express concerns and have them pursued in a safe and fair manner.
- Express all of your feelings, both positive and negative, in a manner that will not harm others.