

We welcome feedback about what we are doing well and how we can improve the care and services we provide.

Please contact Patient Relations at 416-323-7702 or [patient.relations@wchospital.ca](mailto:patient.relations@wchospital.ca)



our  
mutual  
commitment

To a **safe, inclusive** and  
**respectful environment**

**As staff, physician, volunteer, student/learner, contract worker at Women's College Hospital, I will:**

**Everyone can expect:**

**As a patient, family member, caregiver, visitor, I will:**

- Treat all patients, family members, caregivers, visitors, and colleagues with respect.
- Listen to and be understanding of others.
- Provide service within the best possible timeframe while keeping patients, families and caregivers informed.
- Acknowledge and apologize when a problem occurs.

**To be treated with respect and compassion**

- Treat all who work, volunteer and learn at WCH with respect.
- Treat other patients, families and caregivers with respect.
- Expect to be treated in a reasonable timeframe, realizing there could be delays due to a range of factors and urgent needs of other patients.

- Provide care that considers the patients' expressed preferences, needs and values.
- Support and promote an inclusive environment.
- Use a calm voice and non-threatening words and body language.
- Practice safety in every aspect of care. Report unsafe or potentially unsafe conditions.

**A safe and inclusive, physical, emotional and psychological environment**

- Identify my preferences, needs and values.
- Respect that WCH is an inclusive environment.
- Use a calm voice and non-threatening words and body language.
- Raise any concerns regarding my care and safety. Report unsafe or potentially unsafe conditions.

- Inform patients of my name and role.
- Provide clear information about the patients' care and treatment in a language they can understand.
- Provide information necessary to support the patient in making well-informed decisions.
- Know and respect each health care team member's role and scope of practice.

**To collaborate with the care team**

- Identify myself and my family, friend, or caregiver who is with me to be involved in my care.
- Provide information to the best of my ability about my health conditions and medications.
- Follow my treatment plan to the best of my ability.
- Participate in decisions about my treatment plan.
- Ask questions and respectfully let my health care team know when I don't understand the information provided.

- Protect the confidentiality of patients' personal information.
- Do not take photos or videos in any clinical environment.

**Privacy and confidentiality**

- Respect the privacy and confidentiality of others.
- Do not take photos or videos in the hospital.