

## Our Shared Commitments

Our Shared Commitments is a pledge created by Fraser Health employees, patients and families.

We commit to creating a positive care environment that is centred on our patients and their families.

As a person receiving care, you can expect:

- Dignity and Respect
- Safety and Cleanliness
- Communication
- Partnerships
- Understanding
- Privacy and Confidentiality

**For more information on how to keep safe while in the hospital, visit us at:**

[fraserhealth.ca/safetystartswithme](https://fraserhealth.ca/safetystartswithme)

Do you have a **compliment**, **question** or **concern**?



Tell us about your care while in the hospital.

## I would like to say thank you ...

When possible, please take a moment to share your positive comments with the person who provides your care, or with the person in charge or manager.

You may also send your compliments to the Patient Care Quality Office. Your feedback will be shared appropriately.

## I would like to ask a question ...

Ask your care provider (or person in charge) questions at any time regarding your care.

We are here to help you and to involve you in your care planning.

## I would like to express a concern about my care ...

Please talk to your care provider (or person in charge) if you have concerns about your care.

We will attend to your concerns promptly and fairly. Expect us to treat you with compassion, dignity, and respect, without discriminating in any way.

If you feel your concern needs further attention, please ask for the manager to come and speak with you as soon as possible.

Want to share a compliment?  
Unhappy with how a concern was handled?  
Please contact our  
Patient Care Quality Office  
1-877-880-8823  
[pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)