

Our Shared Commitments

‘Our Shared Commitments’ is a pledge created by Fraser Health employees and patients. Our employees, doctors, patients, clients, residents, families, and caregivers commit to each other to create a positive care environment that is centred on our patients and their families. These commitments are at the core of our relationships, and guide all of our interactions.

<i>As a care provider, expect me to:</i>	<i>As a person receiving care, along with my family*, expect me to:</i>
Treat you and your caregivers with compassion, dignity, and respect, without discriminating in any way.	Treat others with dignity and respect, without discriminating in any way.
Deliver courteous and considerate care to you and your family.	Be courteous and considerate of my care providers and others.
Give you skilled care in a clean and safe environment.	Talk to my care providers about anything that could affect my care or my health care goals.
Give you clear information, answer your questions, and check that you understand so you can make your own health care decisions.	Work with my care providers, as best I can, to make and decide on a plan for my care which meets my needs.
Involve you in building a plan for your care that includes what’s important to you to help reach your health care goals.	Do my best to follow my care plan and accept responsibility for what I decide about my care.
Tell you who I am, what my job is, and how I’m here to help.	Ask questions of my care providers if I do not understand my care plan.
Keep your information private and confidential.	Respect the privacy, property, and rights of care providers, other patients, and visitors.

**** We define ‘Family’ as anyone important to our patients, residents, clients whether they are related or not.**

The commitments are also available in Korean (한국어), Chinese Simplified (简体中文), Chinese Traditional (繁體中文) Punjabi (ਪੰਜਾਬੀ), Arabic (العربية) and French (français).