

Resident Bill of Rights

IT'S YOUR RIGHT!

The Resident Bill of Rights, is the promise to you that our Care Home is truly a home for the people who live here, where your lifestyle and choices are respected. Living in our Home does not exclude your rights as a citizen or resident of Canada and or the province you live in. We need to hear from you if you believe your rights are not being respected.

HAVE A VOICE IN OUR HOME:

In order for you to have a voice in our Home we encourage you to participate in our **Homes' Resident Council** and encourage you to take part in decision-making processes and make recommendations that could improve the quality of life for you and the other residents in our home.

FAST FACT

Our commitment is to care for each of our Residents in a manner that promotes and enhances your quality of life, ensuring dignity, choice, and self-determination.



OUR MISSION:

Park Place Seniors Living strives to provide enriched life experiences to seniors through innovation and creativity.

OUR VISION:

At Park Place Seniors Living we are known for our unwavering commitment to enriching the lives of those we serve by providing a "voice and a choice" with dignity, respect and empathy.

Park Place Seniors Living | 1656 West 75 Ave, Vancouver
parkplaceseniorsliving.com

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The Park Place Seniors Living Residents Bill of Rights guarantees the rights of all residents and empowers them to ensure their rights are protected and respected. The Resident Bill of Rights also contribute to the culture of Park Place and aligns with our values; so that together we **STRIVE** for...



Reviewed by a group of Park Place Family Representatives in April 2022

S

SAFETY & QUALITY

- I have the right to live in a clean, safe, secure and welcoming environment, free from discrimination, harassment and abuse.
- I have the right to quality care and services which supports my independence while also providing the appropriate assistance to meet my physical, cognitive, emotional, social and spiritual needs.

T

TEAMWORK & PARTNERSHIPS

- I have the right to be treated with respect, kindness and compassion from an interdisciplinary team that works together to support my overall wellbeing.
- I and/or my representative have the right to participate as fully as possible as part of the interdisciplinary team that employs best practice towards achieving common goals in care and services.

R

RESPONSIBILITY & STEWARDSHIP

- I and/or my representative have the right to know my responsibilities of living in the home and have myself and others held accountable to meeting those expectations to the best of my ability.
- I and/or my representative have the right to receive information on the services, care, equipment and supplies available to me which have been based on my assessed needs.

I

INNOVATION & CREATIVITY

- I and/or my representative have the right to provide ideas and suggestions to enrich my life experiences, as well as others living in the home and have those ideas respected and valued.
- I and/or my representative has the right to voice concerns and feel safe to speak out without retribution.

V

VOICES THAT ARE RESPECTED

- I and/or my representative have the right to participate as fully as possible in the decisions that affect me, including care plan, resident day and goals of care decisions that respect and respond to my needs, values, wishes and preferences.
- I and/or my representative have the right to accept or refuse care interventions or services offered as long as it does not interfere with the rights and safety of others or myself.

E

EMPATHY & TRUST

- I have the right to privacy, confidentiality, and dignity.
- I have the right to express my feelings and emotions for my mental health and wellness and to feel support and empathy as a unique individual.