

# Disclosure

**1** You and your family have the right to make your own decisions about your care.

**2** You and your family have the right to participate in decisions and make choices prior to care being given, during care, and after care has been provided.

**3** You and your family have the right to know the outcome(s) of that care and that includes disclosure of an unexpected outcome or incident.

As an organization Park Place Seniors Living makes every effort to prevent unexpected outcomes or incidents from happening. Should an incident occur our employees will follow the ethical principles of disclosure.

This means that you and your family will be informed about the details associated with the incident. This is an important aspect of safe care delivery that we believe is essential to maintaining trust between you and the care team.

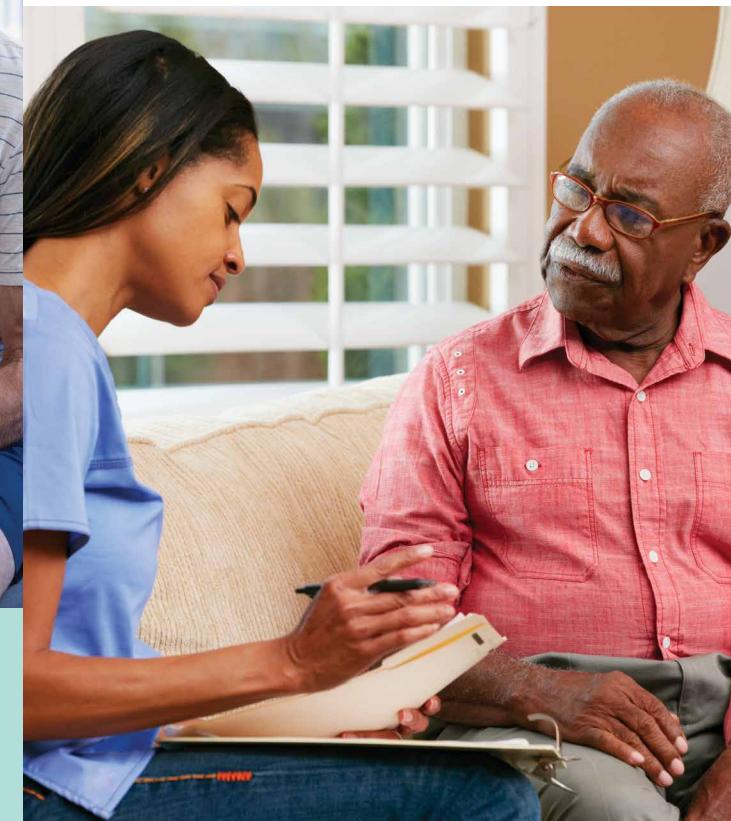


## OUR MISSION:

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.



# Disclosure

# What Happens in Disclosure?

Disclosure is the open conversation about an error or an incident that occurred while receiving care in our Home. If an incident was to occur it is important that you know we would provide you the opportunity for discussion about what happened. It is very important to us that we provide safe quality care to you and or your family member. It is also important to us that we have a relationship with you and that we preserve the integrity of that relationship, through respect and honesty.

We have written policies that address the management of an error or incident. We also have a blame-free culture that encourages employees to report errors and/or incidents without fear of punishment. Most importantly, we understand an error or incident event affects you but an error or incident also affects the health care team.

# Our Commitment

In the case of an error or incident, we complete a thorough investigation in partnership with you and want your honest feedback. Disclosing information about errors or incidents promotes trust. We know that you expect and want timely and full disclosure of what happened if an error or an incident was to occur.

## **WE ALSO UNDERSTAND THAT THIS INCLUDES:**

- An acknowledgement of responsibility
- An apology
- That we work with you to understand what happened
- That we include you and or your family in a discussion of what is being done to prevent this error or incident from reoccurring.

FAST FACT

**With honest and open communication, Residents and their families can make informed decisions about their care and service delivery.**

# Questions About Disclosure?



**If you have any questions about disclosure, please ask your nurse.**

*Reviewed by a group of Park Place Family Representatives*