

ATTESTATION:

**Ontario Health Team (OHT) Commitment to Upholding the
Ontario Patient, Family and Caregiver Declaration of Values**

The North Western Toronto OHT (the “**Team**”) hereby attests to the Team’s commitment to:

- (a) strive to uphold the goals and principles of the Ontario Patient, Family and Caregiver Declaration of Values (the “**Declaration**”);
- (b) provide services in a collaborative manner which is centred around patients, their families and caregivers and which seeks to improve the experience of care; and
- (c) undertake partnership and co-design activities with patient, family and caregiver advisors to advance the OHT model;
- (d) strive to uphold the additional goals and principles of the Ontario Patient, Family and Caregiver Declaration of Values (the “**Declaration**”) outlined in the supplemental document (see Appendix A).


X  _____

Name: Barb Collins

Position: President & CEO

Organization: Humber River Hospital

Date: December 22, 2021

X  _____

Name: Cheryl Prescod

Position: Executive Director

Organization: Black Creek Community Health Centre

Date: December 23, 2021

**Patient,
Family and
Caregiver
Declaration of
Values for
Ontario**

ACCOUNTABILITY

EMPATHY &
COMPASSION

EQUITY &
ENGAGEMENT

RESPECT
& DIGNITY

TRANSPARENCY

Ontario



Patient, Family and Caregiver Declaration of Values for Ontario

ACCOUNTABILITY

- We expect open and seamless communication about our care.
- We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- We expect a health care culture that demonstrates that it values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
- We expect that patient, family and caregiver experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
- We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- We expect health care providers to comply with their professional responsibilities and to deliver safe care.

EMPATHY & COMPASSION

- We expect that health care providers will act with empathy, kindness and compassion.
- We expect individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
- We expect that we will be treated in a manner free from stigma, assumptions, bias and blame.
- We expect health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

EQUITY & ENGAGEMENT

- We expect equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario. We further expect equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
- We expect that we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
- We expect an awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

RESPECT & DIGNITY

- We expect that our individual identity, beliefs, history, culture and ability will be respected in our care.
- We expect health care providers will introduce themselves and identify their role in our care.
- We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- We expect that patients, families and caregivers be treated with respect and considered valuable partners on the care team.
- We expect that our personal health information belongs to us, and that it remain private, respected and protected.

TRANSPARENCY

- We expect that we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- We expect that our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

Updated: July 2021

Note: The purpose of this Patient, Family and Caregiver Declaration of Values, drafted by the Minister's Patient and Family Advisory Council in consultation with Ontarians, is to articulate patient, family and caregiver expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care and reflects a summary of the principles and values that patients, families and caregivers say are important to them. The Declaration is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law.

Ontario



Appendix A: Additions to the Ontario Patient, Family, and Caregiver Declaration of Values

Language

Our team strives to be inclusive of all the diverse lived experiences that make up our North Western Toronto OHT (NWT OHT) community. In the following document as well as Ontario's Patient, Family and Caregiver Declaration of Values, the terms "patient" "client" "community member" "resident" will be used interchangeably to describe those that use various health care services.

History

The NWT OHT members and partners acknowledge that our community has faced structural inequities and barriers to accessing care due to historical factors that disadvantaged certain population groups in North Western Toronto.

We reflect on our history and strive to address the social determinants of health in our OHT work and initiatives.

We commit to ongoing education on health inequities, building stronger ties with our community, and learning from the experiences of our community members to improve the health and well-being through our services, initiatives and projects. We acknowledge the shared responsibility we have to our community to provide equitable, safe, timely, efficient, effective and person-centred care and we will uphold these values to the best of our ability as health care providers.

Additions to the Declaration of Values

Through the forum of our Senior Executive Committee, we recommend the following additions that our OHT is attesting to:

Respect and Dignity

- Our community can expect that we will recognize them as part of the care team, to be fully informed about their condition, and have the right to make choices in their care and uphold these values for situations where their provider, substitute decision maker, or legal guardian are obligated to make care decisions on their behalf;

Transparency

- Our community can expect that we will strive to provide them with health care records that will be accessible, available, complete and accurate;

Equity and Engagement

- Our community can expect that we will provide equitable access to the health care system and services for all and wanted to acknowledge that in addition to ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location this includes Indigeneity.

Accountability

- Our community can expect that we will provide them with opportunities to meaningfully participate in health care policy development and program design at local, regional and provincial levels of the health care system.

The NWT OHT is committed to the above values to foster a community-centred partnership that is based on mutual respect. We acknowledge the diversity within our attributed population and the unique needs of certain sub-population groups within the attributed population. Our community can also expect the following values set out by Ontario Health: Accountability, Empathy and Compassion, Equity and Engagement, Respect and Dignity, and Transparency.