

RESPONSIBILITIES AND EXPECTATIONS

As a patient and family partner, your experiences are a powerful tool for inspiring change at St. Joseph's Health Care London. By sharing your perspectives and working with hospital staff and other patient and family partners, you can make a real difference. The time and energy you invest help us make important changes and improve the care experience for other patients, residents and families.

As a patient and family partner, there are things that we will ask you to do. There are also things St. Joseph's will do to make sure we build strong partnerships, together.

St. Joseph's promises to:

- Provide you with the training you need to be an engaged partner.
- Provide you with the resources and organizational support you need to participate in your patient/family partner role
- Identify a staff point-person who will help you prepare for meetings; provide you with information; and be available if you have comments, questions, or concerns about your role.
- Listen and respond to your ideas and suggestions.
- Keep you informed about how your feedback and ideas contribute to changes and improvements.

You promise to:

- Support and commit to the mission, vision and values of St. Joseph's: Respect, Excellence, and Compassion.
- Attend orientation and training.
- Prepare for meetings as needed by reviewing materials, reading a report, or completing a task before a meeting.
- Attend meetings as required. If for some reason, you cannot attend a meeting, please call your staff point-person.
- Actively participate in meetings by sharing your input and opinions.
- Maintain privacy and confidentiality. As a patient and family partner, you may have access to information that must remain private.

Name:

Signature:

Date: