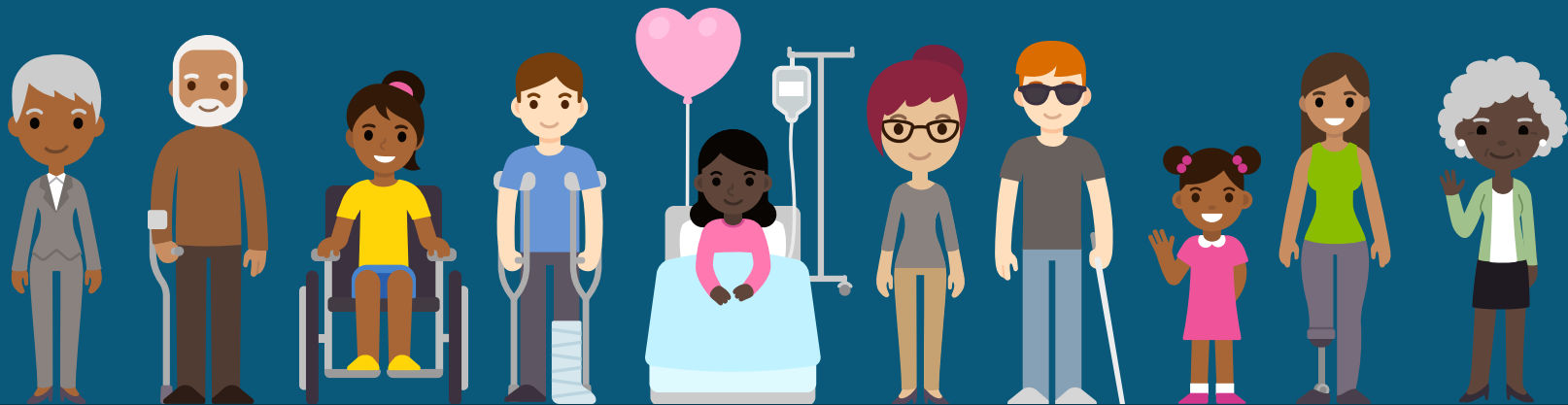


# DECLARATION OF VALUES



## Empathy and Compassion

**There is empathy and compassion when:**

- feelings are acknowledged and respected;
- an effort is made to know each other as persons;
- expressed through words and actions.

## Respect and Dignity

**There is respect and dignity when:**

- all are fully present with the other;
- differences (culture, life experiences, values, language, age) are acknowledged and respected;
- health and wellness interactions are as collaborative as possible;
- all are fully informed and participate in decision-making;
- the wishes of the individual are honoured and enacted (unless limited by legislation and/or available resources);
- health information is private and protected.

## Equity and Inclusion

**There is equity and inclusion when:**

- engagement honours differences of culture, life experience, values, language, age and ability;
- there is equitable access to services for health and wellness;
- there is equitable and fair distribution of resources;
- all are treated fairly and impartially regardless of differences in culture, life experience, values, language, age and ability.

## Accountability and Trust

**There is accountability and trust when:**

- all involved take responsibility for actions and decisions;
- commitments to cooperation and collaboration are honoured;
- there is a commitment to continuous improvement that is evidence informed and creative;
- all parties are included in reviewing experiences and outcomes with honesty, mutual respect, and compassion;
- questions are answered in a timely and understandable manner;
- complaint procedures are known, accessible, just and effective.