



## Brockton and Area Family Health Team

CHESLEY • DURHAM • MILD MAY  
PAISLEY • WALKERTON

### **Standard of Care - Shared Commitment of Care with our Patients**

The BAFHT is committed to delivering Trauma Informed services, and strives to create an environment of trust, safety, and excellence for our staff and patients.

This approach begins with a clear understanding of what patients can expect when accessing our services, and what we ask of patients to support us in delivering quality care.

#### **Patients accessing our services can expect:**

- to be encouraged to share their symptoms, feelings, and experiences.
- a collaborative approach where assessment, treatment planning, and service delivery are designed to support the patient in meeting their goals.
- to be empowered to be autonomous in the management of their health.
- an environment of physical, psychological, social, and moral safety (see BAFHT Standard of Care – Our Commitment to Safety and Non-Violence).
- to receive care that is free from bias, stereotyping and prejudice.
- to be offered care within their provider's credentialed scope of practice.
- careful handling of their personal information in a confidential manner that meets legislative requirements.
- to have access to a dispute resolution process to express concerns, and to be able to do so without fear of reprisal.

#### **To support the delivery of quality care, we ask patients to:**

- respect our commitment to a safe and non-violent environment for our staff and patients.
- actively participate in their goal setting and treatment planning.
- ask questions about our explanation of services and treatment agreements to ensure understanding (see BAFHT Explanation of Services and Treatment Agreements).
- provide 24-hours' notice of cancellation when able to allow us to offer their appointment to another patient.

Commitment to this approach by both providers and patients creates an environment that fosters connection, compassion, curiosity, and understanding to help people to heal and stay well.