



**NORTH  
YORK  
GENERAL**

*Making a World  
of Difference*



# Our Commitments

## PATIENT VALUES

As a patient,

I value...

I expect...

**Respect**

To be treated with kindness, compassion and courtesy.

My dignity to be preserved and my privacy to be honoured.

That I, and others important to me, will be involved in decisions about my care.

**Equity**

To be treated fairly and without discrimination.

**Safety**

Every effort will be made to protect me from harm.

**Patient-focus**

Care that is sensitive to my personal values, beliefs and cultural practices.

**Excellence**

Professional, high quality, coordinated and timely care.

**Communication**

To receive honest, meaningful information about my health and my care.

**Trust**

My care providers will live up to these values every day.

**I will...**

Show courtesy and respect.

Demonstrate understanding and patience.

Provide accurate information.

Ask for help when needed.

# RESPECT

## INTEGRITY STATEMENT

As a staff member, physician or volunteer,

I value...

I will...

**Integrity**

Act in a professional and ethical manner.

**Nurturing**

Foster a positive, healthy and safe workplace.

**Teamwork**

Support and assist my colleagues to promote collaboration and communication.

**Excellence**

Strive to be the best in everything I do.

**Growth**

Seek, encourage and lead opportunities for learning and development.

**Respect**

Respect every person and promote an environment free from discrimination and harassment.

**Initiative**

Take action to improve the quality of care and services.

**Trust**

Act in the best interest of our patients.

**You**

Partner with you to make a difference in the life of every patient and each other.

The Integrity Statement is a commitment of staff, physicians and volunteers to live our values of:

Respect, Integrity, Excellence and Compassion

# INTEGRITY