

Mental Health & Addiction Program Family* Charter of Rights

St. Joseph's Healthcare Hamilton is committed to partnering with patients and families in order to improve health outcomes and patient experience. This will be achieved within provincial legislation, practice guidelines and standards.

Families have the RIGHT to:

Mental health and addiction care that values and encourages family input.

Respect and understanding.

A healing and safe environment free of stigma.

Caring staff who understand that mental illness and addiction affects the whole family.

The best treatments, practices and therapies that maximize recovery and rehabilitation for their loved one.

Be included through each step - diagnosis, treatment and discharge planning of their loved one.

Education about their loved one's diagnosis.

Feedback between family and professionals.

Receive an orientation on Hospital and program specific resources.

Receive information on Community resources and how to access them

*Family is defined as anyone identified by the person living with mental illness or addiction as being a significant support in their life.

If this is not your experience, please contact: The Health Care Team or Patient Relations at 905-522-1155 ext. 33838 or patientrelations@stjoes.ca

