



As Mississauga Halton CCAC patients and/or caregivers, we have the right to:

1. Be in charge of decisions about our agreed upon care plan – no decision about us, without us.*

- 1.1 Discuss our needs, goals, and options for treatment and service within timelines
 - A detailed care plan starting with my needs and showing my care goals and timelines; frequency of assessment as required.
- 1.2 Identify who is providing what care, when
 - Agency name, contact person, phone number, service provider's name/role.
 - Access to consistent care
 - Access to consistent service across CCAC boundaries.
 - Access transition support that ensures consistent and continuing service across care settings within the health system.
- 1.3 A patient can refuse recommended service or elements of the care plan without reprisal on future care, unless otherwise provided in law.

2. Clarify how we will all work together (me and my care team) to carry out the care plan

- 2.1 Communicate for understanding
 - Use multiple languages images/visuals, clear medical terminology, etc., as required for understanding
- 2.2 Respect each other, our physical privacy, homes and lifestyles
 - Speak without "talking down".
 - During showering or treatment close the window blinds, close the door, cover me up.
 - Return things to their proper place.
 - Discuss pet management with the care team on an individual basis, so that all parties are comfortable.
- 2.3 Report abuse, harassment, bad care
 - Provide direct contact information to a CCAC Care Coordinator for reporting.

3. Get assistance beyond the care plan, when we need it.

- 3.1 Provide one page that summarizes key care team contact numbers.
- 3.2 Provide one phone number to a CCAC Care Coordinator for appropriate on-call medical help and support or a service provider (other than 911 or the health hotline). Include the Mississauga Halton Health Line information.
- 3.3 Provide an updated, one page summary of the care plan and medications for emergency purposes.

* The origin of this phrase is the Latin "Nihil de nobis, sine nobis". It has been used for decades by a number of groups involved in health and disability issues internationally.