



OUR MISSION

To extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

OUR VISION

To grow in strength, excellence and creativity in caring for others.

OUR VALUES

Healthy Relationships

In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.

Hospitable Environments

We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging and purpose.

Servant Leadership

We lead through giving of ourselves in service to others, by acting with courage in a trustworthy and ethical manner.



www.gss.org

For more information about
The Good Samaritan Society
or Good Samaritan Canada
please contact:

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Resident/Client Rights and Responsibilities

Encouraging shared
responsibility and respect.





The Good Samaritan Society (GSS) and Good Samaritan Canada (GSC) are leading faith-based, not-for-profit, registered charities in Western Canada that provide quality accommodations, health, and community care services and programs to aging individuals in need.

GSS/GSC have developed and implemented innovations in care and housing and provides support and services to help all residents feel at home and become an integral part of the local neighborhood.

The entire community benefits from the unique contributions and interests of those who reside, work, volunteer, and visit the building. Together, our goal is to create a friendly, home-like community.

Resident/Client Rights

GSS/GSC strives to create an atmosphere of care where your uniqueness as a person is known and respected. These rights, where applicable, also apply to the legal health representative.

You have the right to:

1. Personal care and to live in an environment that maintains and promotes your health, safety, independence, dignity and privacy.

2. Participate in the planning of your care in a language you can understand.
3. Have a care plan that is developed for you based on your unique abilities, physical, social and emotional needs, as well as your cultural and spiritual preferences.
4. Ask questions and receive information about your care.
5. Know the name of any person providing personal care to you.
6. Choose your attending physician, where it can be accommodated and the physician is agreeable to assume responsibility of your care.
7. Refuse care or treatment after being informed of the possible risks of your refusal.
8. Have your Advance Care Planning, Personal Directive (AB)/Representation Agreement (BC) choices followed.
9. Voice concerns, complaints or requests regarding your care or accommodations without discrimination or reprisal.
10. Keep and display personal belongings, pictures and furnishings in your room.
11. Choose activities and make choices about your life in the care home/program.
12. Personal privacy and confidentiality of your individual and health information.
13. Be treated without discrimination as to race, colour, religion, gender, sexual orientation, beliefs or source of income.
14. Be free from physical, emotional, sexual, and financial abuse or neglect, and from the inappropriate use of medication.
15. Establish and/or participate in a resident and family council to represent the interests of those in your care home/program or have your legal health representative or family establish and/or participate in a resident and family council on your behalf.

Resident/Client/Legal Health Representative Responsibilities

As a member of a GSS/GSC care home/program, you have a responsibility to promote a culture of mutual respect which includes yourself, employees, volunteers and other residents/clients in your community.

Our expectations of you are to:

1. Participate with the care home/program planning your care.
2. Ask questions about your care and/or services.
3. Share your views and to voice concerns, complaints, requests and compliments regarding your care or environment.
4. Respect the rights and properties of other residents/clients, employees, visitors and volunteers without discrimination.
5. Conduct yourself in a manner that respects the rights and needs of residents/clients, employees, visitors and volunteers.
6. Keep employees informed if you plan to be away from the care home/program and keep emergency contact information current.
7. Abide by the Move-In Agreement, as applicable.
8. Accept financial responsibility for all services being provided.
9. Promote an environment free from harassment and abuse.
10. Care for your health and well-being as much as you are able.
11. Ensure your personal belongings meet safety requirements and infection prevention and control regulations. For more information, ask your care home/program employees.