

The right to receive appropriate care is ...

To pay attention to the expectations expressed by the resident, in a verbal or non-verbal way.



The right to receive appropriate care is ...

To encourage the resident's participation in the establishment and revision of the interdisciplinary care plan.



The right to receive appropriate care is ...

**As a resident, to modify  
my care plan as my needs  
and condition evolve.**



The right to receive appropriate care is ...

**To demonstrate flexibility  
in adapting our interventions  
in order to provide the most  
diligent response possible to  
the needs of the resident.**

**(Vigi Santé's Code of Ethics)**



The right to receive appropriate care is ...

To remain attentive and sensitive to what residents feel and express to us so that we may understand them and provide them with the necessary assistance.

(Vigi Santé's Code of Ethics)

The right to receive appropriate care is ...

**To remain attentive to the likes and dislikes expressed by the resident during mealtime.**



The right to receive appropriate care is ...

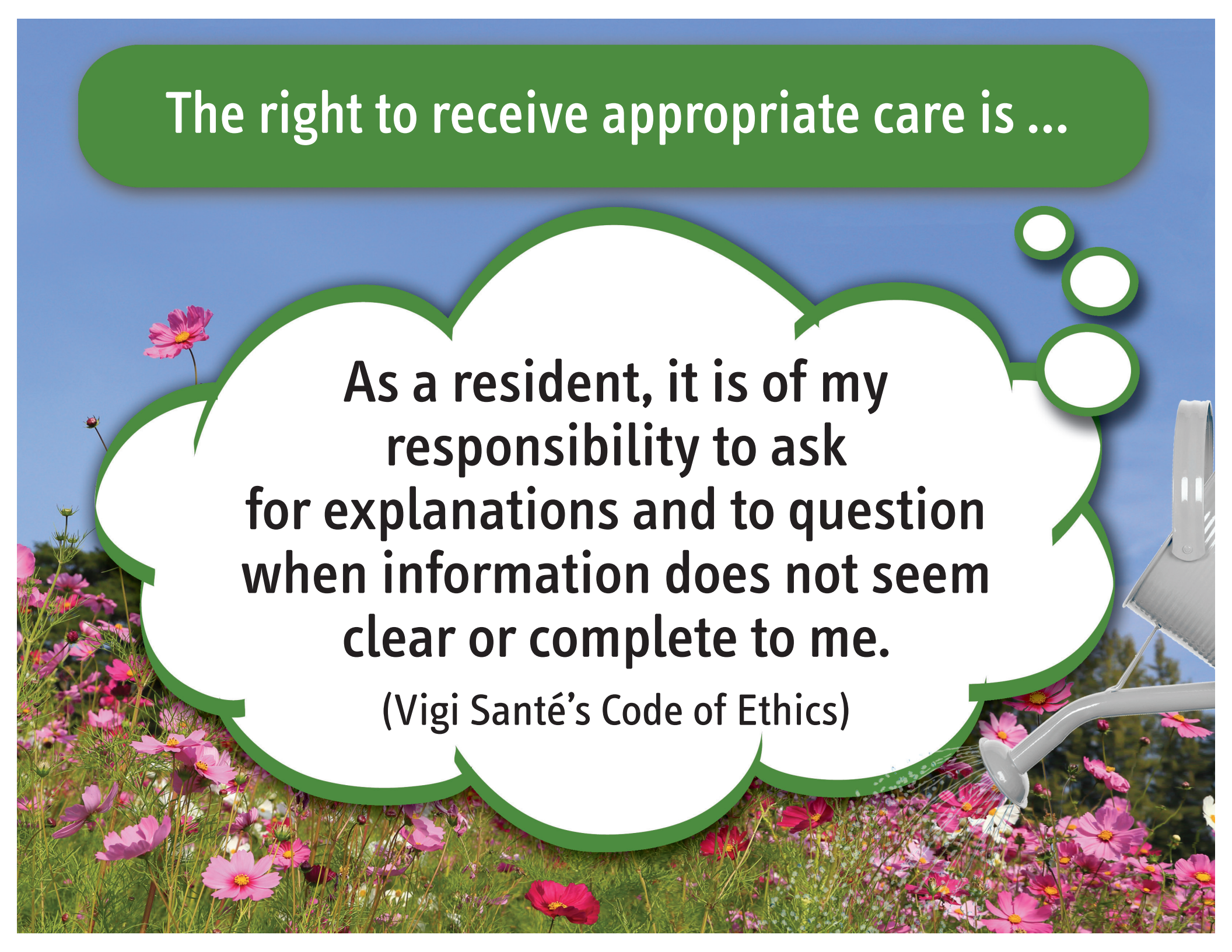
To respect the resident  
in his/her rhythm, his/her choices,  
his/her preferences, his/her autonomy,  
his/her values and beliefs.

(Vigi Santé's Code of Ethics)

The right to receive appropriate care is ...

**As a resident, it is of my responsibility to ask for explanations and to question when information does not seem clear or complete to me.**

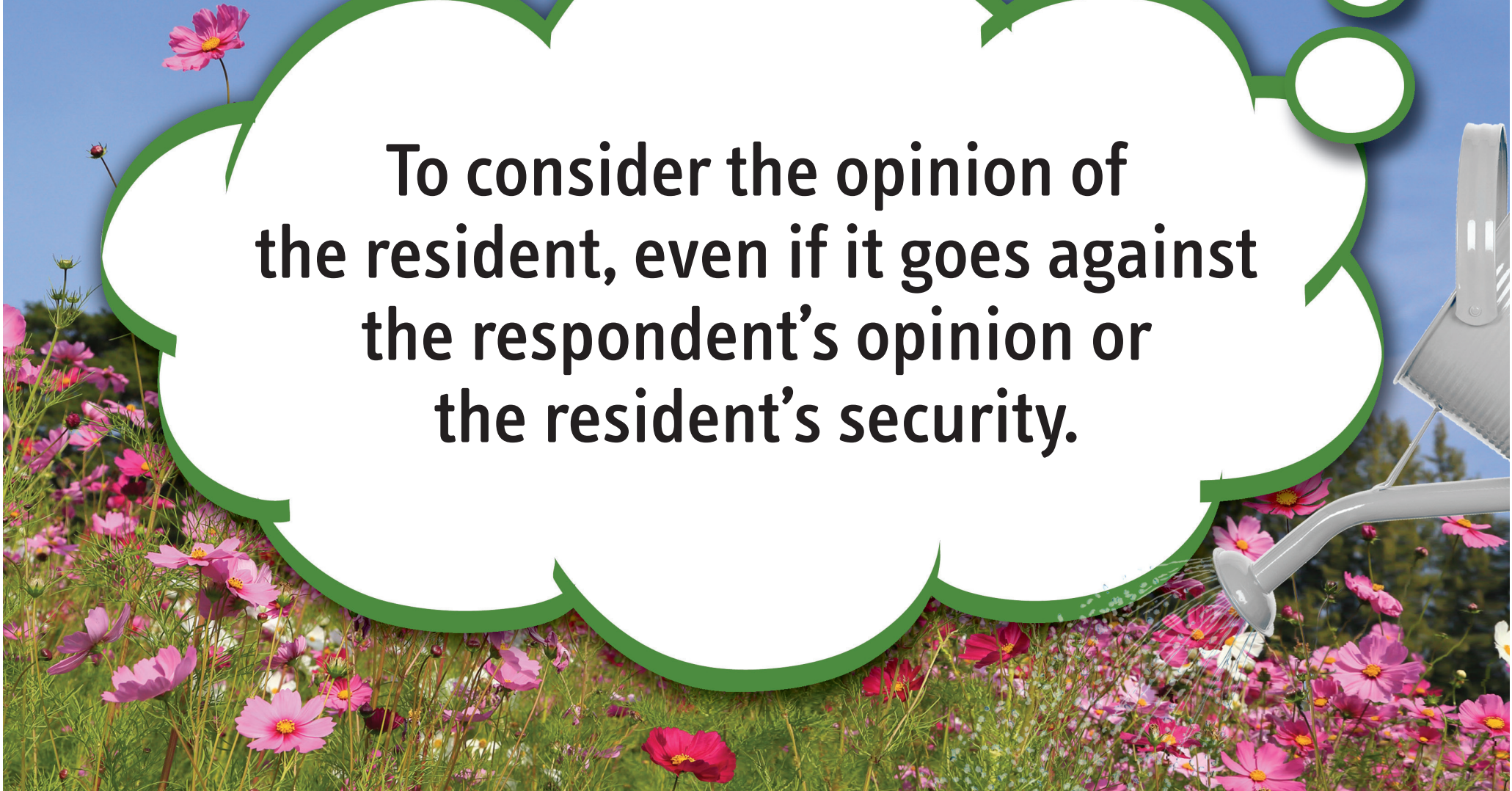
**(Vigi Santé's Code of Ethics)**





The right to receive appropriate care is ...

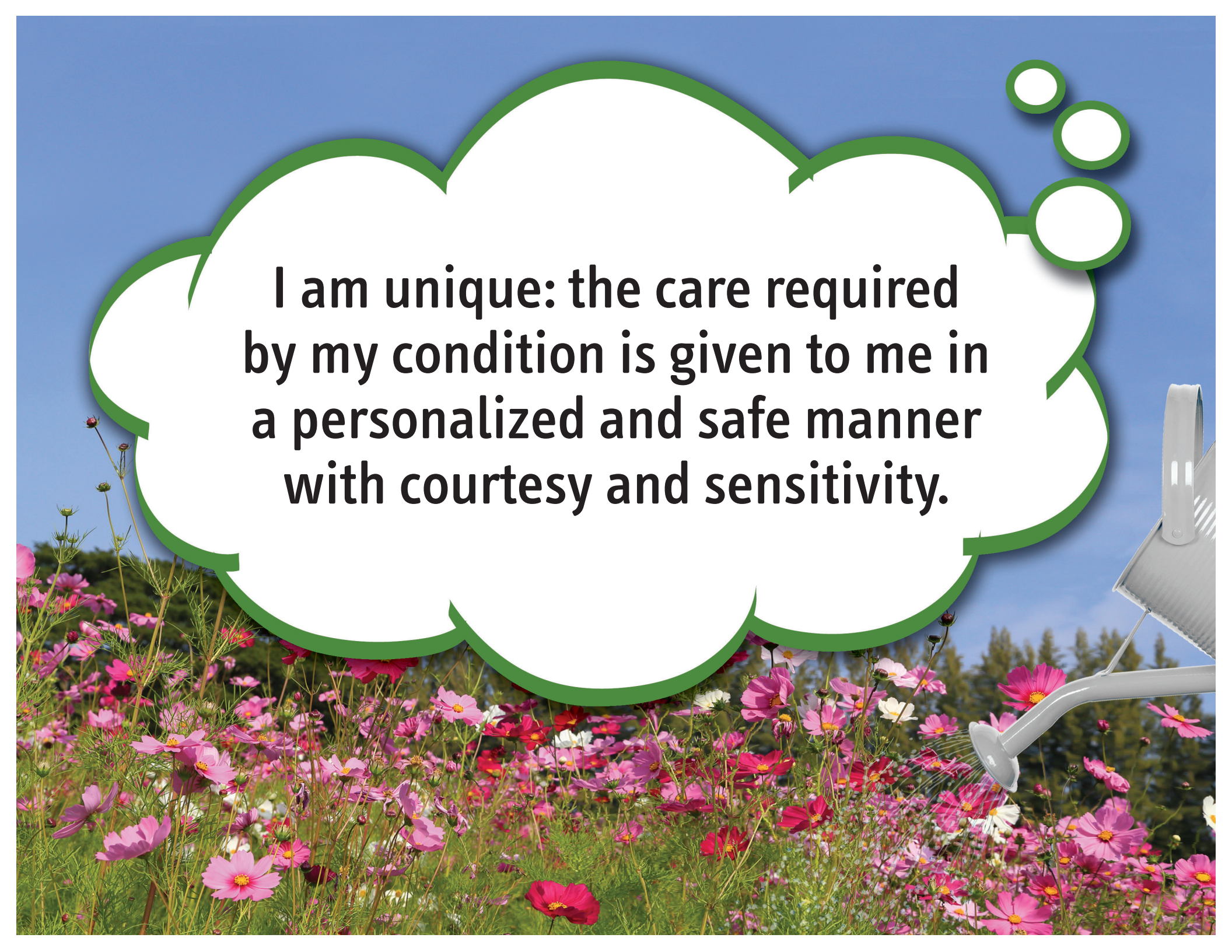
**To consider the opinion of the resident, even if it goes against the respondent's opinion or the resident's security.**



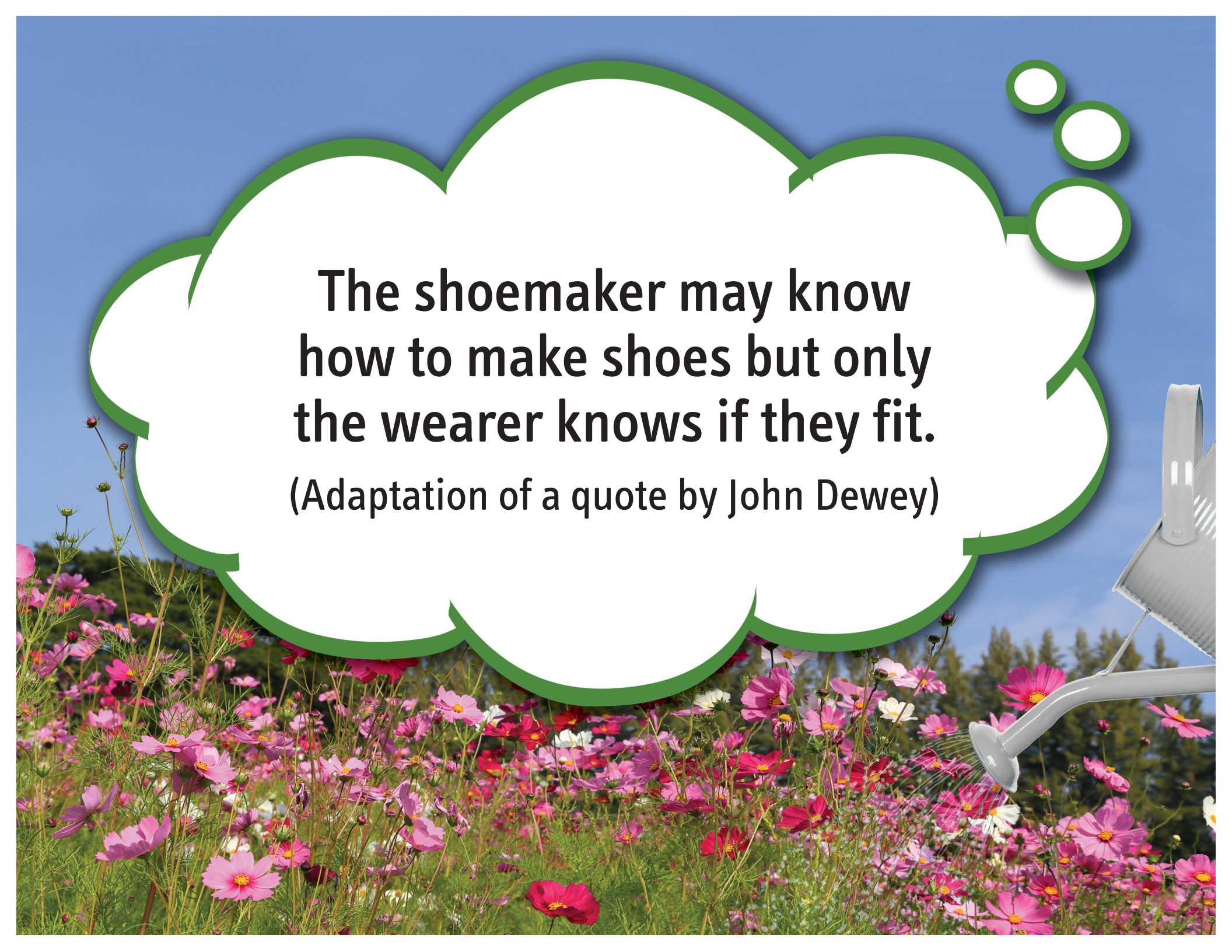
The right to receive appropriate care is ...

**To ensure the continuity  
and complementarity of  
the care and services.**





**I am unique: the care required  
by my condition is given to me in  
a personalized and safe manner  
with courtesy and sensitivity.**



**The shoemaker may know  
how to make shoes but only  
the wearer knows if they fit.**  
(Adaptation of a quote by John Dewey)