

CLIENT EXPERIENCE CHARTER

When you come to the AREP program, **WE** will make every effort to:



Treat you with dignity, kindness and respect

- Respect you without judgement
- Understand your values
- Value your time



Honour your individual needs

- Meet you where you are
- Respect your personal physical, emotional, cultural and spiritual needs
- Support your treatment choices and experiences



Partner with you in your care

- Set goals together that are realistic and meaningful to you
- Work to solve any issues or concerns you may have
- Advocate to support your care journey



Create confidential, safe spaces

- Ensure that both physical and virtual spaces are safe for you
- Include anyone you choose in your care



Share resources

- Provide timely and effective services geared to your care
- Use technology to enhance your care



Communicate in easy-to-understand ways

- Make evidence-based information easy to understand
- Adapt communication to suit your needs



Listen openly

- Welcome and value your feedback
- Include your voice in all we do



Guide you to the right care, from the right people, at the right time

- Connect you to resources and community services
- Use a variety of ways to meet your unique needs (e.g. in-person, telephone, virtual, group)

When you participate in the AREP program, **YOU** will make every effort to:



Actively participate in your care

- Attend your scheduled appointments or cancel within a timely manner
- Participate and learn how to self-manage your arthritis



Respect other participants and service providers

- Follow the AREP cancellation policy
- Respect all those you may be interacting with



Collaborate and communicate openly

- Work with your health care provider to set and achieve your goals
- Share your questions and concerns



Be open to various methods of support

- Use virtual care choices to support your care (e.g. email, virtual/telephone visits and workshops)