



Rights and Responsibilities of Clients and Families

Your Rights

- ❖ To be treated with respect and dignity
- ❖ To consent to receive our services
- ❖ To be informed about treatment options
- ❖ To participate in decisions about your care
- ❖ To have your language and culture respected
- ❖ To receive private and confidential service
- ❖ To have access to your NSHSC information
- ❖ To express concerns about our services
- ❖ To receive quality care and safe services

Your Responsibilities

- ❖ To treat staff, volunteers, and other clients with respect
- ❖ To give accurate and complete information
- ❖ To ask questions and give feedback to staff
- ❖ To participate in decision making about your care
- ❖ To share responsibility for your own care
- ❖ To treat materials, equipment, and facilities with care
- ❖ To arrive on time; cancel if you cannot attend
- ❖ To help keep everyone safe and healthy

Every person deserves a voice. Every voice deserves to be heard.

Our Mission

To provide the best Audiology and Speech-Language Pathology services to Nova Scotians

- High quality identification, diagnostic, prevention-promotion, and treatment
- Education of clients, students care providers, stakeholders, and communities
- Provincial standard setting, evaluation, and improvement in concert with our professions and our partners

Our Values

- **Learning and Innovation:** striving always to explore ways to improve the quality of our work and supporting others to do the same
- **Leadership and Professionalism:** building on our reputation for professional excellence by providing education to students and professionals, and leading ourselves and others to achieve the best.
- **Advocacy and Expertise:** working in our communities to promote the best possible communication for all Nova Scotians.
- **Respect and Care:** caring for each client, their families and caregivers; respecting everyone and their diversity.
- **Client-Centred and Best Quality of Service:** striving to meet the particular needs of each client while providing equitable access and quality of service for all.
- **Partnerships and Collaboration:** leading and fostering productive supportive working relationships.
- **Accountability and Transparency:** making the best decisions that are communicated openly and honestly.

Our Vision

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