

# AT HOSPICE, WE RESPECT THE DIFFERENCE

## RESPECTING THE DIFFERENCE MEANS:

- ◇ Believing in the palliative experience, embracing every client, family and caregiver, and meeting them wherever they are
- ◇ Acting ethically, and ensuring compassion, respect, and trust are part of our day-to-day interactions
- ◇ Building a healthy and safe environment by actively listening, showing kindness, and using inclusive language, free from stereotyped or discriminatory views
- ◇ Appreciating each person's unique background and life experience, making space for them to express their opinions and ideas, valuing the perspective they bring
- ◇ Understanding that words matter; being polite and courteous in our communication, even when we may disagree with others on a situation or issue
- ◇ Holding ourselves accountable and apologizing when we make a mistake or accidentally offend someone

