



OPEN DISCLOSURE

A Guide for Residents & Families

Sometimes, despite everyone's best efforts, things don't go as planned. If a resident is harmed, there is potential for harm in the future, or if there will be a change in resident care or monitoring as a result of an incident, we believe it's important to talk openly about it.

OUR COMMITMENT TO YOU

At BSF Lifestyles, our team of health care providers is committed to:

- Speaking with you in a timely, kind, and respectful way.
- Involving the resident directly, or their chosen decision-maker if they are unable to speak for themselves.
- Including any other family members or trusted people you wish to involve.
- Keeping you updated throughout the process.
- Sharing information honestly, clearly, and with compassion.

YOUR RIGHTS

You are an important part of your care. You have the right to:

- Ask for a support person to attend any meetings with you.
- Request a second opinion from another health care provider.
- File a formal complaint if you wish.
- Choose who else (family, friends, caregivers) should receive information.

What Is Open Disclosure?

Open Disclosure is a respectful and honest conversation between staff, residents, and families when something has gone wrong. We do this to keep you informed, involved, and supported.

What You Can Expect If Something Goes Wrong?

If an incident happens, a member of the team will talk with you and your family — and they may bring another team member to help offer support. You can expect:

- Acknowledgment that something has happened.
- Clear, open information about what occurred.
- Your questions answered.
- To be treated with empathy, respect, and care.
- Support through every step of the open disclosure process.
- Ongoing updates and communication until the situation is resolved.
- A commitment to investigating the issue and sharing what is learned.

We are here to support you. If something goes wrong, you will not be left in the dark. You can trust that we will be open, honest, and by your side every step of the way. If additional help is needed, we may involve resources from within the foundation, such as:

- Director of Care
- Executive Director
- Program Manager
- Social Workers
- Recreation Therapy Managers
- Medical Director

Who Should I Choose as a Support Person?

Choose someone who:

- You trust and feel comfortable with.
- Can easily talk with you and staff.
- Can receive personal information (with your permission).
- Has the time to be present and supportive.

What Happens Next?

After an incident, the care team will:

- Look into what happened and why it happened.
- Explore how to prevent it from happening again.
- Discuss the results with you as soon as possible.
- Work with you to make care improvements if needed.

YOU HAVE THE RIGHT TO BE TREATED WITH CARE, RESPECT, AND COMPASSION

We are deeply committed to this right. That's why we follow a clear disclosure policy when something goes wrong in care.

This guide is here to help you and your support person(s) understand what to expect if an incident occurs, and what steps we'll take together to resolve it.

We're here to support your well-being and recovery—every step of the way.

For more information, please contact the Program Manager or Director of Care.