



Respect. Rights. Responsibilities.

Everyone who works at the Hospital is committed and qualified to provide excellent care. At Mount Sinai Hospital, we are working to foster a healthy and positive environment that respects the dignity and diversity of each member of the community.

Everyone at Mount Sinai Hospital deserves to be treated with respect. You deserve it. So does everyone who works here.

What is harassment?

Harassment is behaviour that is unwelcome, offensive or intimidating. It includes actions or comments that demean, offend, embarrass or isolate such as:

- Ridiculing, taunting, belittling, humiliating or insulting someone.
- Unwelcome sexual flirtation or advances.
- Refusing treatment from a health-care provider because of their race, religion or accent.

Discrimination and harassment are prohibited under Mount Sinai Hospital's Human Rights & Health Equity Policy.

HUMAN RIGHTS & HEALTH EQUITY Equity. Good for our health.



Human Rights & Health Equity Office
19-218, 600 University Avenue
Toronto, Ontario, Canada M5G 1X5
t 416-586-4800 ext. 7519
humanrights@mtsinai.on.ca
www.mountsinai.ca



HUMAN RIGHTS & HEALTH EQUITY for Patients and Visitors

Equity is good for your health



Mount Sinai Hospital was built on the principles of respect and equality. That legacy continues today with our commitment to health equity and to providing exceptional care that is accessible to all members of our community.

Any form of discrimination or harassment is not tolerated. Every patient, visitor and staff member at the Hospital is protected from harassment and discrimination under our Human Rights & Health Equity Policy.

Your Rights and Responsibilities

You have the right:

- To be treated with dignity and respect by everyone in the Hospital.
- To be free from discrimination and harassment.
- To receive appropriate, accessible and equitable care.
- To lodge complaints without fear of reprisal.

You have the responsibility:

- To treat everyone in the Hospital community including staff, volunteers and other patients with respect.



This is not the place for:

- Abusive language or angry shouting
- Demeaning or hurtful comments, jokes or slurs
- Unwanted touching, sexual comments or requests

To read Mount Sinai Hospital's Human Rights & Health Equity Policy, please visit www.mountsinai.ca or contact the Human Rights & Health Equity Office at 416-586-4800 ext. 7519.

You have the right to be treated with dignity and respect

What to do if you feel you are being discriminated against or harassed

Everyone at Mount Sinai Hospital should be treated with dignity and respect. If you feel you have experienced discrimination or harassment, you may choose to:

- Speak directly to the person involved and request that they stop the offensive behaviour.
- Speak to the manager or Nursing Unit Administrator responsible for the area.
- Contact the Patient Relations Unit at 416-586-4800 ext. 5066, Room 348, Main Floor, 600 University Avenue.

If you feel threatened or unsafe ask a Hospital employee to contact Security or call 416-586-4800 ext. 5056.

Discrimination and Harassment

What is discrimination?

Discrimination is behaviour that excludes individuals or treats them unfairly because they are members of specific groups.

According to the Ontario Human Rights Code, individuals cannot be discriminated against in services and facilities based on:

- race, colour
- ancestry
- place of origin
- ethnic origin
- citizenship
- religion
- sex
- sexual orientation
- gender identity
- gender expression
- age
- marital status
- family status
- disability