

**You can expect to receive the following service from your care worker:**

- Care workers will treat you with dignity and respect at all times.
- You will be asked how you would like to be addressed.
- You will be treated as an equal, without discrimination.
- Care workers will spend time listening and talking to you.
- Your privacy will be maintained at all times.
- Care workers will not make assumptions about your likes and dislikes.
- Care workers will respect your past skills and experiences.
- Care workers will assist you to alleviate any pain that you experience.
- Care workers will discuss your food and drink likes and dislikes with you before preparing menus.