



Clinic Charter

WHO WE ARE:

A team of BC-registered primary care providers, consisting of family physicians and nurse practitioners, who work together to provide excellent, collaborative, compassionate, patient-focused care to the community of Whistler, British Columbia.

We are committed to promoting public health information within our community and provide care for locals and visitors alike.

We have identified these common core values that strengthen our group in its dealings with staff, patients and each other:

- Kindness
- Collaboration
- Integrity
- Mutual Respect
- Humility
- Flexibility
- Learning

Our team is inclusive of medical office assistants, student learners, allied health professionals and managers. Our roles as members of this group are varied and changing.

We are responsible and conscientious in the use of common material and financial resources. In our business dealings we practice transparency, frugality and honesty.

We are a cohesive but not homogenous group and do not discriminate based on race, religion or gender identity. We promote and practice respectful communication and conflict resolution amongst team members.

We value and appreciate the input of all of the members of the team. Everyone has a voice and agency, no matter their position. We are committed to creating a safe environment for our staff, and we do not condone harassment or bullying behaviour.

We have robust policies and procedures that commit to the wellness of our staff and ourselves. We collaborate with other health care providers, allied health care staff and community social services.

As a group we are committed to sharing our knowledge and expertise with each other in a collaborative and collegial manner. We are committed to the teaching of medical students, nurse practitioner students and residents.

We are committed to continued quality improvement, striving for excellence in all that we do.

**** This document serves to guide us in our future dealings as a group. It is a dynamic document that reflects our values as we adapt to the changing environment in healthcare in British Columbia ****