

## INTRODUCTION

Each resident is a unique person, with their emotional, social, spiritual and physical needs and with their own values, beliefs and life experiences. The resident has the ability to make choices and to take the responsibility and the duty to fulfill the obligations related to community life.

The Falls Villa mission is to provide a safe, stimulating, responsive and respectful, environment as well as a high quality care environment for adults with a loss of autonomy that can no longer remain in their natural living environment.

Over time, the establishment has identified its management philosophy and organizational values and forwarded them to the people who provide daily care and services to the customer. The respect for human rights is the fundamental element that guides all actions performed by people working with residents and the "life environment" concept is one that is favored. Here is the definition:

The "life environment" concept is a way to:

- design and organize harmoniously the environment, which means to humanize services, the physical environment and the daily lives of the residents;
- Providing a warm and reassuring place;
- To promote socialization in common areas, allowing exchanges between residents and visitors, and by benefiting with stimulating activities;

- to promote and maintain relations with the family of the resident and the community;
- Be attentive to the needs of residents while promoting their development, their freedom of expression and respecting their choices;
- promote mutual respect connected in the community recognizing that the resident remains responsible for his actions, to the extent of his capabilities;
- to adapt the rules, procedures and routines related to work organization in order to minimize the constraints of institutional life.

Finally the Falls Villa takes to heart to create a safe work environment and rewarding for all stakeholders.

## ORIENTATION

The Code of Ethics of the Falls Villa reflects the philosophy of our institution and the values that supports it. It borders a practice of quality services for all customers.

We declare that:

- the actions to the resident position shall be inspired by the recognition of their rights, liberties and responsibilities;
- these actions must be achieved with respect, courtesy, fairness and understanding.

The resident's rights are the following:

- the right to information and privacy;
- right to respect and dignity;
- the right to services and quality care;
- the right to participate and decide for himself;
- the right to peace and security.

The code of ethics is designed to assert and protect the rights of residents, to ensure that the values underlying them are shared by all as well as to clarify lines of stakeholders towards these rights as well as responsibilities of residents.

The code of ethics applies to whom?

This code of ethics is aimed at all those involved in the daily life of the establishment: residents and their relatives, volunteers, staff, physicians, contractors, trainees, management and members of the Board of Directors.

"Ethics is the philosophical study and critique of morality. It is to analyse choices, decisions and actions that flow from where human values are to be ignored, threatened, destroyed or even met. Ethics therefore deals with conflicts of value and is also a science of review of the decision. »

## RIGHT TO INFORMATION AND PRIVACY

### Residents

Because we recognize that information allows to adapt and make the right choices, we will respect your right to information and privacy by:

- providing you with a complete and regular information on everything concerning your state of health;
- learning more about the services, activities and resources of the environment and on their utilization;
- informing you on the procedure to follow to express dissatisfaction or complaint;
- respecting your right to privacy of the information contained in your folder, unless you give us permission to disclose;
- assisting you in the procedures to consult your file, if you wish to do so;
- informing you of any therapeutic or professional error that could have consequences on your health or wellbeing.

You must also contribute to the recognition and the exercise of this right:

- by sending us the information necessary to the development and revision of your contingency plan;
- expressing your needs and expectations;
- relying, if necessary, explanations of the staff for good understanding about your social or medical information.

## THE RIGHT TO INFORMATION AND PRIVACY

### Staff

Practices and expected behaviors of our staff are:

- Inform you of the institution's different services and easy access;
- Make available the complaints procedure and explain the modalities relating thereto;
- To be Discrete keeping confidential your secrets, unless you give permission to talk to a professional to help you or to the head department;
- keep any information about you confidential;
- get your permission or your legal representative to reveal or disclose the contents of your file;
- inform you of how to access your file and provide the assistance required by a professional;
- respect your right to keep confidential certain aspects of your life;
- Inform you or your next of kin changes in your health;
- Inform you or your loved ones of any therapeutic error that could have consequences for your health.

## THE RIGHT TO RESPECT AND DIGNITY

### Residents

Because we believe that self-esteem is a fundamental value, we pledge to honor your right to respect and dignity in:

- Treating you like an adult, with respect, politeness and courtesy without any form of discrimination;
- Respecting your cultural, social and religious particularities ;
- calling you by your last name;
- providing care while respecting your privacy and dignity, and by having the choice of the the gender of the staff as much as possible;
- respecting the privacy of your room and your private life;
- respecting your rhythm and your independence in all activities of daily living;
- respecting your lifestyle, for as long as it can be done.

You also need to promote respect for interpersonal impressions like:

- maintain harmonious relations with other residents, relatives, staff and volunteers;
- being open minded, respectful and discreet to everyone;
- helping to ensure a quiet, relaxed and self-help;
- respecting the usual rules of civility and politeness.

## THE RIGHT TO RESPECT AND DIGNITY

### Employees

The practices and conduct expected of our staff are:

- identify themselves to you ;
- call you by your name ;
- To show respect by words and gestures full of gentleness and courtesy ;
- never use disrespectful terms and condescending language;
- consider your room as a sacred space;
- Knocking before entering the room;
- provide hygienic care and treatment while respecting your privacy;
- allowing you to achieve at your own pace, activities of daily living .

## THE RIGHT TO QUALITY OF SERVICE

### Residents

Because we like to offer you the best possible quality of life in a warm atmosphere, we are committed to meeting your needs, depending on available resources by:

- giving you access to the services required by your state of health;
- offering adequate and personalized services, delivered by competent, respectful and compassionate staff;
- creating as much as possible a part of family life in a clean and well-appointed spaces;
- Serving healthy and tasty food, while taking into account your needs and your tastes ;
- offering a continuity of services by regular staff, as much as possible.

You should also contribute to the maintenance and improvement of quality services:

- collaborating to care and discussing your needs and expectations with stakeholders;
- understanding that there may be limitations in the available services provided by the institution.

## THE RIGHT TO QUALITY OF SERVICE

### Employees

The practices and conduct expected of our employees are among others:

- offer personalized services in accordance with recognized quality standards;
- provide care and services in accordance with your views, your beliefs and your values ;
- having a compassionate attitude, warm, patient and attentive to small details of everyday life;
- improve his skills in order to maintain quality services;
- ensure equitable distribution of services;
- Pay particular attention to your food tastes ;
- respect your right to express your satisfaction as well as your dissatisfaction with your living environment and services you receive.

# THE RIGHT TO PARTICIPATE AND DECIDE

## Residents

Because we believe that freedom of expression is important for anyone, we respect your right to participate and decide:

- inviting you to collaborate in the development of your care plan ;
- allowing you to express your opinion, your choices and preferences for decisions affecting you personally or concerning all residents ;
- respecting the level of care you choose in an informed manner, ensuring that you feel free to accept or refuse certain care or treatments and accepting the consequences ;
- appreciate the power to organize your living space based on safety and maintenance standards suggested by your head department;
- respecting your right to choose your activities and your level of participation in the social life of the center .

You should also contribute to the recognition and exercise of this right :

- participate, to the extent of your ability and your wishes, in decisions about your health and your well-being;
- expressing your opinion and point of view to improving the services provided by the institution ;
- Letting know your loved ones and staff your expectations and your wishes about the care for you ;
- communicating your suggestions with the organization of services .

## THE RIGHT TO PARTICIPATE AND DECIDE

### Employees

Practices and behaviors expected of our staff are:

- Review and seek your consent to the proposed care plan ;
- encourage you to participate in consultation processes, information and decision (residents' committee, annual general meeting, internal journal or memos, Board of Directors)
- explain the different levels of care to enable you to make an informed decision ;
- offer you the possible therapeutic interventions, respect your choice and give you the proper support ;
- allow you to arrange and decorate your room according to your tastes, while taking account of environmental management standards;
- offer you various center activities and accompany you if necessary but never require you to do it;
- welcome your comments, make corrections where possible or transmit them to the competent authorities.

## CALM AND SAFETY

### Residents

Because we recognize that a peaceful and safe environment is necessary for your well-being, we pledge to respect your right to peace and security by :

- protecting you against any situation of discrimination, abuse, violence or exploitation;
- protecting your property and belongings;
- bringing you relief and assistance as needed ;
- promoting a peaceful environment, friendly, clean and safe;
- offering health services complying with safety standards.

You must also help maintain your tranquility and your security:

- signaling to staff or authorities situations that may be dangerous or risky;
- denouncing the abuse you might be a victim or witness to;
- refraining from offering money or personal gifts to employees;
- using the means at your disposal to protect your property and personal belongings against theft ;
- respecting the safety precautions proposed by staff;
- respecting the rights and property of others and the peace and quiet that all other residents are entitled to;
- entrusting your concerns to a significant someone to help and reassure you.

## CALM AND SAFETY

### Employees

Practices and behaviors expected of our staff are:

- protect you against any form of abuse that can be exercised against you ;
- ban all forms of discrimination against you and , if it occurs, inform your supervisor as soon as possible;
- refuse any rewards (gratuities, bequests, gifts, etc ...)
- speak with a moderate tone of voice and minimize background noise ;
- ensure that the services provided are performed in a clean, safe and secure environment;
- respect the rules of safety and prevention related to different interventions.

## SOLUTIONS IF NOT SATISFIED

Any breach of the code of ethics may be the subject of a complaint

### Residents

A resident or his representative may use the paths and steps to express his dissatisfaction with a service;

- 1) Speaking to the nurse of the unit or any significant person;
- 2) Speaking with the head of unit;
- 3) Speaking to a member of the residents' committee;
- 4) By asking to meet with the director of nursing;
- 5) In making a verbal or written complaint to the Executive Director.

Request for consultation:

An ethics committee was created to provide a consulting service to resolve ethical conflicts or to inform you when you have to make a difficult decision. Just request a consultation with the Executive Director.

## SOLUTIONS IF NOT SATISFIED

Any breach of the code of ethics may be the subject of a complaint

### Employees

- An employee or other representative can also have a right of appeal in addressing his supervisor, if he or she lives a problematic situation with a resident or family;
- If an employee or other worker is witnessing a situation where the values of the code of ethics have been violated, he must inform his manager as soon as possible.

### Social Responsibilities

- Staff respects the nursing home's policies and procedures ;
- Staff provide, as part of his duties, honest work, cautious and competent ;
- Staff adheres to the principles of management philosophy and clinical philosophy, the staff respects the objectives and orientations of the home.
- Any breach of this Code of Ethics must be brought to the attention of the manager or the management of the home.

## DISTRIBUTION, TRAINING AND MONITORING

Distribution, training and monitoring relating to the code of ethics are provided by the ethics committee or the administration of the home.

## CONCLUSION

Each of us has the responsibility to create a quality living environment. That is why we believe appropriate to remember that a code of ethics, as well as it is, will never replace the attitudes and behaviors based on mutual respect; which goes far beyond everyone's rights and obligations.

Listening to the expectations of residents and their needs are our main concern.

It is by working with conviction sharing values set out in this code of ethics that we can create a rewarding workplace.

Other information dealing with ethical issues such as living wills, advance directives, aggressive therapy, palliative care and family support.

"As a community service, health care facilities are required to ensure optimal care and promote a healthy community. As professionals, they must create an atmosphere for their employees promoting their personal fulfillment. In fulfilling these obligations, institutions recognize the need to always respect the ethical dimension of their decisions on management and administration. "