

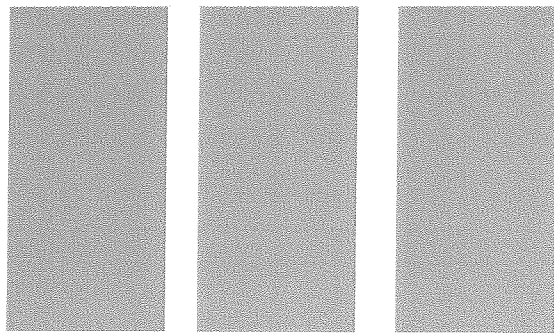
RESPONSIBILITIES OF THE RESIDENT AND HIS FAMILY

The quality of the living environment rests on the principle of mutual respect where everyone's collaboration is essential. In this sense, it is appropriate to recognize the responsibilities of the resident or his representative, of his family and his visitors, including those of:

- Obtaining information on subjects which worry him, on his state of health, and on the functioning of the centre. Asking for explications and questioning when information does not seem clear or complete.
- Contributing to the security by signalling any risky situation to himself, other residents, visitors, volunteers, or the personnel.
- Respecting the centre's rules which aim to ensure a quality environment.
- Collaborating with the personnel and making a judicious use of the services and resources available.
- Being respectful and courteous towards the other residents, their family, the personnel, and abstaining from any form of discrimination or violence.
- Respecting the goods of others as well as the physical environment.
- Expressing your refusal for your personal coordinates to be used for satisfaction surveys or solicitation by the centre.

CODE OF ETHICS

RESPONSIBILITIES
THE RESPECT OF HUMAN DIGNITY
VALUES
IS THE GOLDEN RULE OF OUR CODE OF ETHICS
ENGAGEMENTS
MISSION



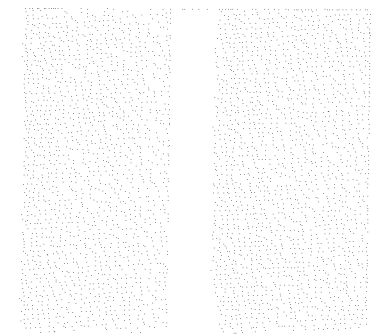
THE RESPECT OF HUMAN DIGNITY IS THE GOLDEN RULE OF OUR CODE OF ETHICS

This code of ethics is addressed to all of us who work with the clientele residing in the long term care centre. Through our bond with Vigi Santé, **we recognize that the resident is the reason for our services.** All actions taken towards him must be inspired by the respect and recognition of the same rights and freedoms that any citizen has. The resident, in any intervention, must be treated with courtesy, equity, and comprehension, in the respect of his dignity, his autonomy, his needs, and his safety, **as we would wish for ourselves or a loved one at all times.**

In regards to the care and services offered to him, the resident equally has the right:

- **To receive information** about the care and services, on his state of health, his treatments, and the activities in the environment;
- **To the confidentiality** of his medical file or any other personal information;
- **To intimacy**, of his private life and personal space;
- **To the respect** of his person, rhythm, choices, tastes, autonomy, values, and beliefs;
- **To security** in regards to risks;
- **To protection** against any form of abuse;
- **To a personalized service** in relation to his needs;
- **To participate** in any decisions concerning him;
- **To be accompanied and assisted** by a person of his choice so as to obtain information or a service;
- **To be represented** in case of incapacity so as to pursue the expression of his wishes, his desires, and his expectations.

The code of ethics is a reflection of our individual and collective commitment to ensure that our practises and actions favour a harmonious environment.



OUR RESPONSIBILITIES

Within the framework of the responsibilities related to our mission:

- We support a living environment approach where the resident remains master of himself.
- We share the responsibility to contribute to the quality of the living environment by maintaining positive and harmonious working relationships.
- We have the legal responsibility to ensure continuous, accessible and secure quality care and services which are respectful of the rights of the person, while taking into account the resources allocated to the centre.
- Inspired by our vision of quality, we perform our work in a professional manner, all in respecting the standards and practises of our profession and the rules, the policies and procedures of the organization.

Nota Bene

Our code of ethics does not constitute an exhaustive list of all of the practises and expected behaviours of all the people intervening in the centre, nor of all the rights and obligations of the residents.

- *It respects the current laws, the codes of ethics of the professional orders and is in line with our internal policies.*
- *The stated commitments are not limited or restrictive.*
- *The term resident includes the customer of the day centre.*
- *The use of masculine is used with the sole purpose of facilitating the reading of the text.*
- *Our code of ethics was adopted by the board of directors of Vigi Santé on February 12th 2007.*

OUR MISSION

Through everyone's implication and the excellence of the services, we will build a living environment open to the community, where the resident lives the respect of his being, in the heart of a unique environment frequented by residents, families, employees, and volunteers, and where living environment and work environment become one.

OUR VALUES

Our mission is based on values which guide our daily actions:

- The client approach, where the quality of the relationships between people is just as important as the response to their needs.
- Open, honest, and respectful communication.
- Excellence by offering and seeking the best from everyone.
- Solidarity through reciprocal confidence and a will to help each other.
- The mobilization towards the realization of common objectives.
- Security as a fundamental element of quality.

OUR ENGAGEMENTS

Promote a living environment approach

- We adopt a human approach, comprehensive and non constraining, which takes into account basic needs as well as the health needs of the resident.
- We support and maintain the interaction of the resident with his family, his loved ones, and the community.
- We base our decisions regarding the organisation, intervention, and physical lay out of the facilities based on the needs and expectations of all the residents while taking into account the resources available to us.
- We maintain a professional and empathic relationship with the resident and his family.
- We respect the common spaces reserved to the residents as well as their intimacy, notably by knocking on the door to their room before entering.

Adopt, at all times, behaviours and attitudes which demonstrate compassion and mutual respect

- We are devoted to responding to the needs of the residents.
- We are attentive and sensitive to what the residents feel and express to us in order to better understand them and to provide them with the necessary assistance.
- At all times, we demonstrate flexibility by adapting our interventions so as to provide the resident with a diligent response to his needs.
- We accompany the resident by respecting his dignity for the duration of his stay at the centre.
- We favour an interdisciplinary approach in the search for the best practises.
- We address the residents by their family names preceded by Mrs, Mr, or Miss.
- We respect the dress code of the centre.

Provide clear, transparent, and complete information

- We transmit all pertinent information on a continuous basis to the resident or his representative in order for them to be in a position to take enlightened decisions.
- We inform the resident of any event which is likely to have consequences on his health and well being.
- We give everyone access to the information necessary to enable them to exercise their responsibilities.
- We wear our identification tag at all times and we identify ourselves during our interventions.

Ensure a safe and secure environment

- In each one of our interventions, we pay attention to the order, hygiene, cleanliness, and security of the environment.
- We adhere to the culture of “zero tolerance” in regards to any situation of abuse.
- Concerned about the respect of private property, we condemn the unjustified use and appropriation of goods belonging to others.
- We collaborate to maintain the integrity of the physical environment and equipment.
- We declare, without delay, any accident or incident to which we are a witness in order to prevent, reduce, or eliminate sources of danger.

Respect the values, differences, and culture

- We respect the resident in regards to his identity, his origins, his experiences, his spirituality, and his interpersonal relationships.
- We offer the same quality of services to all of the residents, without favouritism or discrimination.
- We refuse all monetary gifts, goods, or any other favours from a resident, his family, his estate, or from a supplier of the centre.
- We avoid any situation of conflict of interest towards the resident or his family.

Ensure the confidentiality and security of information

- We protect the confidentiality and ensure the integrity of any personal information which is entrusted to us.
- Within the course of our work, we make a responsible use of all information with respect to the laws, rules, and procedures concerning the security of information.
- We pay attention to always discuss matters in a suitable place and in a discreet manner.

Maintain a positive and harmonious work environment

- We adopt polite and courteous human relations.
- We participate in identifying and applying solutions to the difficulties and dilemmas met in the course of our work.
- We contribute to support team spirit, mutual aid, the sense of responsibility and initiative.
- We appreciate the value and contribution that each one makes.

