

## *Code of Conduct for Family Council Members*

**“This is HOME to your LOVED ONE”  
(And all residents here)**

**Preamble:** Individual actions of Family Council members reflect on family council as a whole, therefore the actions of all members should ensure that Family Council maintains its high regard. The reputation and image of the Family Council should be considered in each member’s communications and actions. *The wearing of a Family Council “Name Tag” is a sign of service and support, and indicates personal commitment to our Mission Statement.*

### **CRITERIA FOR AN EFFECTIVE FAMILY COUNCIL MEMBER:**

Show respect, sensitivity and consideration for all persons you meet in our Long Term Care Home (Residents, staff, visitors and volunteers).

Respect resident privacy and confidentiality (Resident Bill of Rights).

Respect the sensitivity and confidentiality of *information discussed at Family Council meetings.*

Avoid making judgements about any situation in the absence of all of the facts and information.

Recognize that all persons are unique individuals and *be sensitive to this.*

Respect that each resident and family member has the opportunity to advocate on their own behalf. Family council members should only advocate on the behalf of a resident and/or their family members if **a) there is a barrier they cannot remove or overcome and b) with their consent.**

The intent of advocacy is to remove barriers that cannot be removed or overcome by the resident or their family alone.

Follow the chain of command when addressing concerns.

**Do not** intervene in any resident’s care before consulting the staff member(s) responsible for their care.

Recognize that idle, *sensational* or groundless talk (gossip) about any person is harmful and hurtful.

Have a clear understanding of abuse (financial, physical, emotional) and report any abuse immediately to the supervisor on duty.

Know and follow all the rules of our Long Term Care Home. Lead by example.

**I \_\_\_\_\_ agree to this Code of Conduct.**