

Code of ethics

The human being at the heart of our actions





Photo: Intergenerational activity at CHSLD Vigi Pierrefonds

The respect of human dignity is the golden rule of our code of ethics

This code of ethics is addressed to residents and to all of us who work in the residential and long-term care centres of Vigi Santé.

We recognize that the resident is the reason for our services. All actions taken towards him must be inspired by respect, care for his well-being, and the recognition that he has the same rights and freedoms that any citizen has. The resident must, in any intervention, be treated as we would wish ourselves or our relatives to be treated.

“Our elders have given us so much; it is now up to us to take care of them with kindness and respect. Let us not forget.”

Dr. Filippo Simonetta
Founder of Vigi Santé

A unifying mission...

Through everyone's involvement and our high standard of services, we are building a living and care environment that is open to the community. The resident's well-being is respected each and every day, in a unique environment where residents, families, employees, doctors, volunteers, and partners interact, and where the living environment and life at work become one.

...based on an approach and values that guide our daily actions...

- ▶ **A person-centred approach** in which the quality of the relationship is just as important as the response to a person's needs, and in which everyone's contribution can be drawn upon;
- ▶ Open, honest, and respectful **communication**;
- ▶ **Excellence** achieved when the best of everyone is offered and sought after;
- ▶ **Solidarity** through mutual trust and a willingness to help each other;
- ▶ **Mobilization** towards the realization of shared goals;
- ▶ **Safety** as an integral part of quality.



Photo: Regards/Insights Exhibit at CHSLD Vigi Mont-Royal

...and dictate our responsibilities related to our mission.

- ▶ We ensure the well-being of our residents and people who work at Vigi Santé while maintaining a warm living environment and a positive and harmonious work climate.
- ▶ We offer quality care and services that are continuous, accessible, safe, and respectful of the rights of the person while taking into account the human, material, and financial resources allocated to the centre.
- ▶ We perform our work while respecting the standards and practices of our profession, and the policies, procedures, and rules of Vigi Santé.

My rights as a resident

The recognition of my rights is essential for the care and services I receive. I have the right to the following:

- ▶ To the respect of my person, my dignity, my choices, my values, and my beliefs
- ▶ To the recognition of my needs, my autonomy, and my rhythm
- ▶ To a quality environment and respect of my privacy and private life
- ▶ To safety and protection against any form of mistreatment
- ▶ To receive clear and relevant information about my state of health, the services I receive, and the activities provided in the living environment
- ▶ To take part in any decision concerning my care and services and to free and informed consent
- ▶ To refuse care (such as being kept alive), and to withdraw my consent to care
- ▶ To the respect of my wishes, such as my advance medical directives
- ▶ To personalized care and services given with compassion upon my admission, during the course of my stay, and at end-of-life or upon my departure
- ▶ To the confidentiality of my medical file and of any other personal information

- ▶ To be accompanied and assisted in order to understand information, to express myself, or to obtain a service
- ▶ To express my dissatisfaction, to file a complaint, and to lodge an appeal
- ▶ To be represented in case of incapacity in order to exercise my rights



Photos: Regards/Insights Exhibit at CHSLD Vigi Mont-Royal

Our commitment as people working at Vigi Santé

Our commitment aims to ensure quality care and services while adopting best practices and conduct in all our daily actions.

Promote the living environment approach

- ▶ We adopt a human, personalized, comprehensive, and non-constraining approach aimed at self-actualization and resident satisfaction.
- ▶ At all times, we demonstrate flexibility by adapting our interventions diligently to the needs of the resident.
- ▶ We encourage the resident to maintain their social contacts and to participate in activities with their family, their loved ones, and the community.
- ▶ We make organizational, interventional, and environmental planning decisions in collaboration with residents, and in accordance with their needs and expectations, while taking into account our resources and the safety of the people and spaces.
- ▶ We respect the common spaces reserved for residents and their belongings, and we respect the residents' privacy.

Demonstrate goodwill and mutual respect

- ▶ At all times, we treat the resident with courtesy, fairness, and understanding, and respect their dignity, autonomy, and safety.
- ▶ We are attentive and sensitive to what the residents feel and express to us, and provide them with necessary support.
- ▶ We accompany the resident in their decisions and respect their choices.
- ▶ We encourage the resident's designated representative to participate in decisions, while taking into consideration the resident's abilities.
- ▶ We address the residents by their surname preceded by Mr. or Mrs.
- ▶ We demonstrate professionalism and concentrate all our attention on the resident in their presence.
- ▶ We adopt a well-dressed, neat, and safe appearance to show respect towards the clientele.
- ▶ We maintain polite, courteous, and harmonious relations.
- ▶ We contribute to fostering team spirit, mutual support, and a sense of responsibility and initiative.

Recognizing the importance of informing and ensuring confidentiality

- ▶ On a continuous basis, we communicate all relevant information to the resident in order for them to freely make informed decisions.
- ▶ We inform the resident of any event which may have consequences for their state of health and well-being.
- ▶ We inform the resident of the broad range of services offered according to their needs, and we facilitate their access to those resources.
- ▶ We protect confidentiality and ensure the integrity of all personal information that is entrusted to us. We make responsible use of all information in accordance with laws, rules, and procedures.
- ▶ We take care to always discuss matters concerning a resident's condition discreetly and in an appropriate place.
- ▶ We wear our identification badge at all times and present ourselves using our name and role.

Respecting values, differences, and culture

- ▶ We respect the resident's identity, moral values, experiences, origins, spirituality and interpersonal relationships.
- ▶ We work in collaboration with the resident and their family in the planning, provision, and evaluation of their care and services.
- ▶ We take into consideration the resident's life story in order to personalize their services.
- ▶ We offer the same quality of services to all residents without favouritism or discrimination.

Offer safe, quality services

- ▶ We provide quality care and services, based on the resident's needs, according to best practices, and with an interdisciplinary approach.
- ▶ We respond to any dissatisfaction of the resident or their family with openness and in a spirit of constructive dialogue without any risk of reprisals.
- ▶ We adhere to a zero-tolerance culture in order to protect the resident against any form of mistreatment, harassment, or negligence.
- ▶ We respect the policies, procedures, and regulations in place and we proceed with vigilance concerning the prevention of infections, incidents, and accidents.
- ▶ We immediately report all incidents and accidents, and we intervene quickly in order to minimize the consequences for the resident and respond with appropriate measures.
- ▶ We maintain an environment and equipment that is clean, functional, well-maintained, and safe.

Promote ethical behaviour

- ▶ We refuse all monetary gifts, goods, or any other favours from a resident, their family, or their estate, as well as from suppliers of the establishment.
- ▶ We do not participate in any business dealings whatsoever with the resident, their family, or their estate, including the sale of items or services.
- ▶ We avoid or declare any situation of conflict of interest or any appearance of conflict concerning a resident, their family, or their estate.

My responsibilities as a resident and as a family member

The quality of the living and working environment rests on the principle of mutual respect, for which everyone's collaboration is essential. It is important to acknowledge my responsibilities, which include the following:

- ▶ Obtaining information on subjects that concern my state of health and the functioning of the centre
- ▶ Communicating my needs and expectations and participating to the extent that suits me in the decisions concerning my care, my intervention plan, and my services
- ▶ Transmitting all relevant information concerning my state of health and my life story in order to personalize my care and services
- ▶ Collaborating with the staff, and making the best use of the services by taking into consideration available resources
- ▶ Respecting the safety, hygiene, and infection prevention measures of the establishment
- ▶ Contributing to a safe environment by reporting any situation that would put myself, other residents, visitors, volunteers, and personnel at risk
- ▶ Being courteous, discreet, tolerant, and respectful towards all residents and their families



Photo: Resident of CHSLD Vigi Dollard-des-Ormeaux

- ▶ Encouraging harmonious and respectful relations with all people who work with me
- ▶ Participating in maintaining a quality environment, free from any violence, harassment, or discriminatory behaviours
- ▶ Communicating my dissatisfaction in a respectful manner and collaborating in the search for a solution
- ▶ Taking the necessary precautions to protect my personal belongings, those of other residents, and those of the centre and to maintain a harmonious environment
- ▶ Ensuring that I provide clear and transparent information regarding my ability to pay my fees, and making payments according to the established deadlines

Definitions

Resident: Refers to anyone who receives care and services from Vigi Santé, and in case of incapacity includes his representative, his family, his relative, or any significant other. The term resident also includes clients from the day centre.

Person working within Vigi Santé: Refers to anyone who performs functions within Vigi Santé, whether or not they are paid.

The masculine gender is used with the sole purpose of simplifying the text.

The law permits the use of certain information contained in a resident's file in order to invite a resident to make a donation for the benefit of a non-profit organization related to the establishment or for the purpose of a survey. At all times, the resident may refuse the use of his personal information by writing to the management of the residential and long-term care centre.

Our code of ethics does not constitute an exhaustive list of all the practices and expected behaviours of all people who work in the establishment, nor all the rights and obligations of the residents. It respects the current laws, the codes of deontology of the professional orders, and is in accordance with our internal policies.

Our revised code of ethics was adopted by the Board of Directors on December 5, 2017.

Legal deposit: National Library of Canada, 2018.
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**Let's work together
so that the human being
shines at the heart
of our actions!**

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