

# Family Council's ("FC") Resident Advocacy Sub Committee ("RASC")

## Code of Conduct

**Individual actions of Families reflect on the Family Council as a whole. All RASC members should ensure that their actions maintain a high standard of respect and confidentiality. RASC members shall:**

- Show respect, sensitivity and consideration for all persons working and living at LBHH.
- Respect the privacy and confidentiality of all residents, family and friends of residents, staff, companions and visitors of LBHH.
- Avoid making judgments about any situation in the absence of all facts and information.
- Follow the prescribed LBHH complaint process when addressing concerns.
- Do not intervene in any resident's care before consulting the staff responsible for their care.

### **At Meetings:**

The purpose of this section is to set out the standards of behaviour expected of all attendees at meetings. In agreeing to take part in RASC meetings, each person must also agree to adhere to these codes at all times.

1. Respect and maintain confidentiality of information at all times.
2. Before the meeting, email [lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com) that you wish to attend. This will help with time management. Family issues/topics will be heard on a first come first serve basis.
3. Prepare for the meeting by ensuring incidents and issues are documented and LBHH complaint process followed as set forth.
4. Talk to the RASC forum advisor Charlotte Katzen [ckatzen@shaw.ca](mailto:ckatzen@shaw.ca), or FC Executive [lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com) before the meeting if you need to clarify anything.
5. Participate fully in the meeting;
  - listen respectfully to what others have to say, do not interrupt and keep an open mind;
  - contribute positively to the discussions;
  - try to be concise when speaking; be open to feedback from members and respond respectfully;
  - help others concentrate on the meeting, do not engage in side conversations.
6. Have the best interests of residents in mind at all times.
7. Draw attention to any potential conflicts of interest that may arise in the meeting. Full disclosure is important.
8. Adhere to the terms of the RASC Terms of Reference.