

Louis Brier Home and Hospital (“LBHH”) Family Council (“FC”) Code of Conduct

Individual actions of Family Council reflect on the Family Council as a whole. All members should ensure that their actions maintain the high regard of the Council. Family Council 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 FC meetings, each person must also agree to adhere to these codes at all times.

1. Strive to attend all meetings.
2. Prepare for the meeting by reading the agenda, minutes and any emails before the meeting.
3. Talk to a Co-chair or other member of FC Executive before the meeting if you need to clarify anything.
4. Arrive on time. Strive to stay to the end.
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. Fulfil any responsibilities assigned to you at the meeting and be prepared to report back on your progress, within the timeline given, at the next meeting.
9. Adhere to the mission of the Family Council.
10. Adhere to the terms established by the Family Council.
11. Always represent the Family Council in a respectful manner.
12. Respect and maintain confidentiality of information at all times.