

## Code of Conduct for Family Council Members



“This is HOME to your LOVED ONE”  
(And all Residents living at Louis Brier)

**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.

### 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 ([Residents’ Bill of Rights](#)).
- Respect the sensitivity and confidentiality of information discussed at Family Council meetings.
- Avoid making judgments 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.
- 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.

- Follow the complaint process of Louis Brier to address concerns.

- Have a clear understanding the [Ministry of Health Residential Care Regulations](#) and [VCH complaint process](#) BEFORE bring your concern to the attention of Licensing, although you have the right to report to Licensing.

- Have the best interests of all residents in mind at all times.

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

- If holding an Executive position, and found to be in contravention of the Code of Conduct, a vote at a Family Council meeting could have that person removed from their role on Executive.

- If a member is found to be in contravention of the Code of Conduct at a meeting, they may be asked to leave by the Executive.

- As a member of the family council, I understand it is my responsibility to adhere to this Code of Conduct.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_