

**Victoria Village Manor Family Council
Code of Conduct**

Dedicated to Creating a Loving Home for Each Resident

The individual actions of Family Council members reflect on the Family Council as a whole, therefore the actions of all members should ensure that the Family Council maintains its high regard. The reputation and the image of the Family Council should be considered in each member's communications and actions.

- Show respect, sensitivity and consideration for all persons you meet in Victoria Village Manor – residents, volunteers, staff, contractors and all others supporting the residents.
- Respect resident privacy and confidentiality in accordance with their Bill of Rights.
- Respect the sensitivity and confidentiality of information discussed at Family Council meetings.
- 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 with their consent or if there is a barrier the resident cannot remove or overcome.
- The intent of advocacy is to remove barriers that cannot be removed or overcome by the resident or the family alone.
- Follow the chain of command within Victoria Village when addressing concerns.
- Do not intervene in any resident's care before consulting the staff responsible for their care.
- Recognize that idle, sensational or groundless talk about any person may be harmful and hurtful.
- Have a clear understanding of abuse – financial, physical and emotional, and report any abuse immediately to the appropriate individual to ensure it is acted upon.
- Know and follow the rules of Victoria Village Manor.
- As a member of the Victoria Village Family Council, lead by example.

Name

Signature

Date