



**MAISON Gilles-Carle
Brome-Missisquoi**

Brome-Missisquoi Caregivers Support Group (BMCSG)

Code of Ethics

Introduction

The Brome-Missisquoi Caregivers Support Group (BMCSG) is a private, non-profit corporation that provides services to caregivers and those being cared for, both at the Brome-Missisquoi Caregivers Home and within the community.

The Code of Ethics has four objectives:

- To reaffirm the mission, vision, and core values that guide the delivery of services at the “Maison”;
- To confirm the rights of caregivers and those being cared for;
- To inform caregivers and those being cared for of their responsibilities;
- To specify the duties and expected conduct of people working at the “Maison”.

This document is intended for caregivers and those being cared for, their families or individuals who are significant to them and considered to be caregivers as the process for providing services requires it. It is also intended for those who work at the “Maison”: employees, volunteers, interns, contractors and anyone else who provides services within the “Maison”, paid or unpaid.

The Maison's Mission

Prevent and relieve the exhaustion of caregivers by providing respite, assistance, and training.

The Maison's Vision

Continue to be an exceptional and innovative source of leadership to the community, caregivers, and partners, and be recognized for the quality of services that are provided.

The Maison's Objective

Create a community of belonging focused on welcoming and supporting caregivers and those being cared for in a safe, friendly, and family-oriented atmosphere.

The Maison's Approach

At the Brome-Missisquoi Caregivers Home we use a personalized approach centered on the caregiver as well as the individual being cared for. Staff and volunteers build trusting relationships with caregivers and those being cared for, working together to ease the burden of isolation and responsibilities by sharing experiences and creating new friendships.

The "Maison's" personalized approach is inspired by the philosophical reflection *Rehaussement de Qualité de Vie des aidants et de leurs proches atteints de troubles de la mémoire* [Improving the Quality of Life of caregivers and their loved ones with memory disorders] (This philosophical reflection is contained in a document entitled *Pour retrouver plus de plaisir avec son proche* [To find more enjoyment with your loved one] - this document is made available to you if you wish to read it).

Our History

The Brome-Missisquoi Caregivers Support Group (BMCSG) is a non-profit organization that has been providing respite and support services to caregivers in the Brome-Missisquoi area since 1996.

In 2011, the BMCSG teamed up with the Maison Gilles-Carle Foundation to set up the Maison Gilles-Carle Brome-Missisquoi, which opened its doors in 2012. This home offers services to meet the respite-lodging needs of caregivers in the Brome-Missisquoi area. It contains 4 bedrooms, a modified bathroom, large living room, dining room, kitchen, meeting room, and terrace.

Services

Caregivers who seek hospitality and respite at the Brome-Missisquoi Caregivers Home have access to a range of top-quality services such as:

- Counselling and psychosocial support;
- Respite for small durations, the day, or over-night;
- Addiction Prevention Workshops;
- Information workshops, discovering new things;
- A moment of relaxation;
- Coffee-meeting.

The Maison's values

Our core values are the fundamental human qualities. We demonstrate these values through the relationships we form, as well as when carrying out of our services.

Compassion refers to the humanity and sensitivity necessary for a proper understanding of what each caregiver and person being cared for is going through.

Altruism refers to the act of recognizing in the broadest sense that caregivers, individuals being cared for, or colleagues are showing a need for support.

Respect recognizes that each caregiver, person being cared for, and any other individual possesses their own unique identity. Respect dictates the behaviour of all

those who work at the Brome-Missisquoi Caregivers Home. It is a state of mind that involves openness, hospitality, and understanding.

Dignity refers to the intrinsic value of every human being; our common thread. This value ensures that caregivers and those being cared for are shown the courtesy, civility, and thoughtfulness they have the right to expect. Dignity coexists with the cultural values of each person.

Commitment refers to each person taking concrete actions to participate in accomplishing the organization's mission.

THE RIGHTS OF CAREGIVERS AND THOSE BEING CARED FOR

— Quality services

The people who work at the Brome-Missisquoi Caregivers Home provide quality and personalized services consistently and safely to caregivers and those being cared for. These workers recognize that caregivers and those being cared for:

- have the right to services offered with professionalism, altruism, and a high sense of responsibility, in a spirit of mutual aid and healthy collaboration;
- have the right to be treated with fairness, understanding, and dignity with respect for each person's individuality;
- have the right to services delivered in a warm, caring, friendly, pleasant, polite, and courteous manner;
- have the right to access services without prejudice, regardless of where the person may come from, their religion, their social status, their level of education, their beliefs, their lifestyle, their family situation or any other such particularity;
- have the right to be served in French and English;
- have the right to be spoken to using professional and respectful language.

— Services based on integrity and transparency

The people who work at the Brome-Missisquoi Caregivers Home will provide to caregivers and those being cared for any information that concerns them and supports them in expressing their points of view. These workers recognize that caregivers and those being cared for:

- have the right to obtain access to their file and the explanations necessary to understand its contents;
- have the right to obtain accurate information about services offered and to be supported in this regard;
- have the right to participate in decisions that affect them and to be respected in their choices (no person will act against the wishes of a caregiver and a person being cared for);
- have the right to express dissatisfaction, to appeal and/or to file a complaint, and to be assisted.

— Services provided in confidence

The people who work in the Brome-Missisquoi Caregivers Home ensure to caregivers and those being cared for that confidentiality inherent in their condition will be respected. These workers recognize that caregivers and those being cared for:

- have the right to withhold information regarding their private lives and health. Some information may be disclosed in the case of an emergency, and only if the caregiver or person being cared for allows it;
- have the right to obtain a summary of their case if requested. The “Maison” is allowed a period of ten (10) days to respond to such a request.

— **Services provided with discretion**

The people who work at the Brome-Missisquoi Caregivers Home ensure a peaceful and harmonious environment to caregivers and those being cared for and commit to acting with discretion. These workers recognize that caregivers and those being cared for:

- have the right to non-intrusive behaviour, free of grievances being aired and shouting in their presence;
- have the right to a reassuring presence without private conversations about family, financial difficulties, and problems related to work or internal functioning;
- have the right to silence and non-disclosure of confidences shared, unless the safety of a caregiver or person being cared for is compromised;
- have the right to a serene atmosphere, imbued with acceptance, restraint, and critical sense regarding one another's values and beliefs.

RESPONSIBILITIES OF CAREGIVERS AND THOSE BEING CARED FOR

Caregivers and those being cared for are the lead players when it comes to their time at the Brome-Missisquoi Caregivers Home. In order to support them, and to ensure a pleasant living environment, the employees, volunteers, and any other person providing services at the “Maison” expect collaboration and respect. These workers share the view that caregivers and those being cared for must take some responsibility based on their own abilities.

The main responsibilities expected of caregivers and those being cared for are:

- to make their needs and expectations known and to take part in the delivery of services;
- to make the best use of services offered by the “Maison”, to respect appointment times, and to quickly notify the “Maison” if they find they are unable to attend a scheduled appointment;
- to comply with the “Maison’s” operating rules;
- to demonstrate civility, courtesy, discretion, tact, and tolerance;
- to engage in behaviour that respects the rights and property of others.

RESPONSIBILITIES OF THE ORGANIZATION

Employees, volunteers, interns, contractors, and any other person providing services at the “Maison” must:

- convey a positive image of the “Maison” both internally and externally;
- show solidarity when it comes to the directions and decisions of the Board of Directors;
- be loyal and diligent;
- demonstrate through their behaviour and actions, adherence to the personalized approach adopted by the “Maison”;
- value teamwork with a spirit of openness and a positive attitude;
- complete tasks that are assigned to them. Any changes, improvements, or new ideas must be discussed with management before being implemented;
- avoid placing themselves in a conflict of interest situation: refuse any donation or personal bequest - refrain from any solicitation or sale of personal property to a caregiver or person being cared for - refuse to provide a loan in the name of the “Maison” or to provide a loan to a caregiver, a person being cared for, or a donor - refrain from accepting any donation offered by the “Maison” on a personal basis (food, equipment, and furniture) without prior authorization from management - refuse to provide the names and contact information of members or donors, except to authorized persons - refrain from using the information available to them to their advantage – inform management of the intention to be hired on a personal basis by a caregiver or person being cared for;
- at all times wear attire that is clean, tasteful, and understated;
- arrive for work sober and during the performance of their duties, refrain from using any drugs, alcohol or other psychoactive substances that could affect behaviour and/or judgment;
- respect the physical and psychological integrity of caregivers and those being cared for and, under no circumstances, use violence except in self-defence. Employees, volunteers, interns, contractors, and any other person providing services at the “Maison” are entitled to demand this same respect from caregivers and those being cared for.

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