

# **BROADWAY LODGE (BL) FAMILY COUNCIL CODE OF CONDUCT**

**Actions of Family Council members reflect on the entire council. All members must consider the council's purpose and reputation in their communications and actions.**

## **In General:**

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

## **At Meetings:**

- ♥ Strive to attend all meetings;
- ♥ Prepare for the meeting by reading the agenda, minutes and any emails before the meeting;
- ♥ Arrive on time. Strive to stay to the end;
- ♥ Participate fully in the meeting;
- ♥ Listen respectfully to what others have to say, do not interrupt and keep an open mind;
- ♥ Be concise when speaking; be open to feedback from members and respond respectfully;
- ♥ Have the best interests of residents in mind at all times;
- ♥ Draw attention to any potential conflicts of interest that may arise in the meeting;
- ♥ Adhere to the mission and terms of the Family Council;
- ♥ Always represent the Family Council in a respectful manner, maintaining confidentiality of information at all times.