



CODE OF ETHICS AND CONDUCT

Our Code

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Please take the time to read this Code of Ethics intended for our organization's support workers as well as our residents and their loved ones. It clearly defines each person's responsibilities in attaining our prime objective: to offer care with humanity and integrity by making the resident the focus of our actions..

Based on our organization's mission, vision and values, the Code of Ethics and Conduct for Groupe Santé Arbec and its facilities guides all of its support workers and partners in their practices and expected conduct to ensure that residents are treated with respect, dignity and humanity.

The common vision of offering the best care and services to our residents depends on adopting the measures set out in this Code of Ethics and Conduct.

Our Code of Ethics and Conduct addresses the conduct that

must be adopted in our work environment, our practices, our relationships with our partners and our decision-making processes. It determines the standards of behaviour that all members of the organization must respect in their daily activities and their interactions. The Code of Ethics also sets out the recognized rights and expected behaviour of our clientele.

Every action must reflect our Code of Ethics. Mutual respect between residents, loved ones and support workers is essential to ensuring that everyone can

live in an environment where each person's wellbeing remains the priority.

Please take the time to read our Code of Ethics and Conduct intended for all the members of our organization as well as our residents and their loved ones, so that each person's responsibilities are clearly defined.

Our actions REFLECT OUR VALUES

Values

Our values do more than guide the people who work for Groupe Santé Arbec. These values also foster solidarity and a sense of community, while strengthening our engagement and defining our actions:

Compassion: Being attentive and respecting the wellbeing and happiness of others in our daily interactions, where each person is unique.

Transparency: Deriving pleasure from sincerely listening and openly communicating with our residents, their loved ones, our teams as well as our partners.

Creativity: Being flexible and adaptable in developing an innovative and evolving environment, one that has meaning and value for our residents and our teams.

Excellence: Striving for excellence based on rigour, quality, relevance, competence and the measure of our actions. We are all ambassadors with high standards, committed to offering personalized care and services to our residents .

Mission

Our mission, rooted in our values is ***to offer people who are losing their autonomy a home with a warm atmosphere in an innovative and safe environment, while promoting their growth and independence through a personalized and evolving approach, and through the commitment and dedication of our staff.***

Vision

Our vision, based on our mission our values, is at the very heart of all our actions:

Seniors who are happy: a team dedicated to creating a home adapted to our residents' needs .

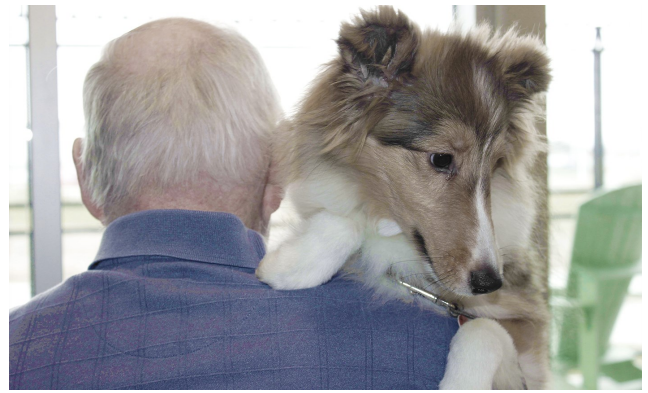
The

RIGHT TO RESPECT AND DIGNITY

All of our interactions with residents are respectful of the person, their dignity, integrity as well as their personal life and family life. Every intervention must demonstrate a genuine commitment to listening to the person's needs and adapting every response accordingly.

We commit to:

- Offering you an environment that is calm, relaxing, clean and safe.
- Respecting your room and your personal effects and making you feel at home.
- Being courteous, civil and polite with all our internal and external partners.
- Wearing our identity badges and identifying ourselves by our name and function.
- Addressing all internal and external persons in appropriate language and respectful tone.
- Addressing residents politely and using the name they wish to be called.
- Explaining the goal and purpose of the actions that we perform.
- Making sure that residents understand the message we want to convey.
- Not using infantilizing language or vulgar terms.
- Taking measures to respect your modesty and your dignity when providing care and personal hygiene services.
- Taking meticulous care of your personal effects and not using them for our personal use (phone, newspapers, magazines, personal items, etc.).
- Respecting the schedule you have chosen for your activities: morning routine, bedtime, baths and showers, taking into account the resources available.
- Supporting you in your decisions and respecting your choices.
- Respecting your emotional and spiritual life as well as your need for privacy and solitude, provided that it does not compromise your safety and your integrity or the rights of others.
- Showing discretion and reserve and, above all, avoiding any conversations with other staff members about subjects that are not relevant to our duties and ensuring that residents have their undivided attention.



- Maintaining a tidy appearance and dressing appropriately.
- Not accepting any money, gifts, bequests from you, your loved ones or your visitors.
- Respecting your beliefs and facilitating access to related services.
- Informing you of the spiritual services offered by the centre.
- Applying the smoking regulations in effect.
- Reporting any lack of civility that we witness.

Residents, their legal representative, family and loved ones - You commit to:

- Clearly stating the name you wish to be called.
- Being respectful in your dealings with support workers, volunteers, trainees, visitors and other residents.
- Using respectful terms.
- Offering a gift that all the team members can share, if you wish to show your appreciation.
- Managing your property and making free use of it, while understanding and assuming responsibility within the limit of your capacities.
- Reporting any hurtful or offensive language.
- Communicating your expectations regarding your spiritual or religious needs.
- Exercising your right to your private life while respecting the private lives of the other residents.
- Respecting the smoking regulations in effect, using designated smoking areas (for residents only) and applying the required safety measures.

The

RIGHT TO A TRUSTING ENVIRONMENT

Groupe Santé Arbec considers the protection, safety and attention that residents require to be essential and makes sure that its activities are predictable.

We commit to:

- Respecting the organization's organizational structure.
- Guaranteeing the safe delivery of care and services in an adapted environment.
- Avoiding, whenever possible, any form of physical or chemical restraint by favouring alternative measures according to the policy in effect.
- Reporting to the designated persons of authority any form of violence, abuse, aggression or harassment experienced or witnessed by anyone internally.
- Respecting all residents regardless of their cognitive or physical impairment.
- Prohibiting any abrupt behaviour, threat or physical, verbal or psychological violence against a resident, between the other residents or against families and support workers.
- Immediately reporting any incident, accident and sentinel event, and quickly intervening to minimize the consequences and putting in place the appropriate measures.
- Using safe, functional equipment and ensuring that it is well maintained.
- Not taking any reprisal measures with a resident or their loved ones.
- Not criticizing or reproaching a resident in our interventions and in our conversations with colleagues.
- Not criticizing or reproaching the organization among colleagues, out loud or on social media, in front of residents and their families, and making sure to communicate our concerns and worries to the right person of authority who can ensure follow-up.
- Protecting your physical, psychological and moral integrity at all times.
- Respecting your private life, your personal space, your need to receive visitors in privacy and your need for solitude.



- Knocking on your door before entering your room and, depending on your condition, waiting for a response before entering.
- Not interfering in your personal affairs.

Residents, their legal representative, family and loved ones - You commit to:

- Informing the head nurse, unit head or director of site management of any form of violence, abuse, aggression or harassment that you experienced or witnessed.
- Being courteous, respectful and tolerant towards other residents and their loved ones regardless of their physical or mental impairment.
- Respecting the other residents regardless of their mental or physical impairment.
- Informing the head nurse, unit head or director of site management of any incident that appears to be a reprisal measure.
- Avoiding any abrupt behaviour, threat or physical, verbal or psychological violence against the other residents, staff and support workers.
- Being discreet with regard to the facts or information released that could affect your privacy.
- Adopting a positive, understanding and discreet attitude with regard to a friendship or romantic relationship between residents.
- Playing a role in maintaining a healthy living environment free of violence, harassment and discrimination.

The

RIGHT TO QUALITY CARE AND SERVICES

Residents have access to personalized, appropriate and quality services, delivered on a continuous basis .

We commit to:

- Putting quality at the centre of our orientations and residents at the heart of our actions.
- Using our expertise and playing an active role within the organization while knowing the limits.
- Knowing how to recognize, with humility, our need to develop skills and not hesitating to ask for assistance or additional training.
- Making every effort to create a living environment rather than a care environment.
- Giving caregivers the place they deserve, encouraging them to maintain their relationship of trust and participating in daily activities according to their wishes.
- Showing empathy and being attentive.
- Respecting the planned level of care.
- Supporting and helping you express yourself and obtain a service.
- Addressing residents respectfully and gently, greeting them and explaining the reason for our presence.
- Speaking to you at eye level and directly in front of you.
- Taking the time to stop what we are doing to respond to you.
- Personalizing the way we communicate with you by carefully approaching you, raising or lowering our voice and speaking clearly.
- Taking the time to listen to you if you express the need.
- Being flexible in performing our tasks according to the circumstances.
- Being observant and creative in order to adapt our interventions to the resident's reactions and needs.
- Ensuring optimal quality of care by using the equipment and techniques available.
- Working closely with the family and volunteers.



- Abstaining, at all times, from discussing or settling a conflict among employees in front of you or your loved ones.
- Treating everyone, whether internally or externally, with the same concern for equity, without any discrimination.
- Recognizing your right to be represented in case of incapacity and facilitating this representation.
- Obtaining the consent of the person legally authorized to speak on your behalf.
- Promoting the involvement of your legal representative and communicating to this person any relevant information to help them perform their role.
- Paying attention to nonverbal and verbal communication and keeping in mind that communication is always possible, regardless of its form.

Residents, their legal representative, family and loved ones - You commit to:

- Cooperating with the staff and support workers.
- Expressing your preferences, needs, expectations, choices or requests, and asking for modifications as needed.
- Promoting harmonious and respectful interactions in your dealings with support workers and the other residents.
- Providing relevant information on your health condition and your life story to help us personalize your care.
- Informing you of your health condition, asking questions about the care and services received and about the way your living environment functions.
- Participating in your interdisciplinary intervention plan as a stakeholder to promote your right to self-determination (or your loved one can assume this role).

The

RIGHT TO INFORMATION AND CONFIDENTIALITY

Residents or their legal representative must be informed of the services offered, the options and resources available at the residential centre as well as those offered by the community. Residents or their legal representative must also have access to all the information required to make an informed decision regarding their health and wellbeing. The residents' health condition and personal information as well as the information contained in their file are handled with discretion and confidentiality.

We commit to:

- Promoting the transmission of information and clearly answering your questions so that you can make informed choices about the care and services that must be provided to you.
- Giving clear and accurate answers to questions to help you better understand your health condition and the nature and effects of treatments and medications, while respecting the limits of our role.
- Directing you to the head nurse of your unit to ensure follow-up for questions that involve a physician.
- Providing you with clear and accurate explanations when it is impossible for us to grant a request.
- Informing you of the care and services available and, if needed, directing you to the appropriate external resource while providing you with all the assistance required.
- Establishing with you or your legal representative the nature and scope of the information to be shared with your loved ones.
- Informing you of accidents, incidents and sentinel events involving you, which occurred during the provision of care and are likely to have consequences.
- Keeping confidential the information obtained about you except in situations stipulated by law.
- Showing discretion in your living environment regarding your personal, medical or private information, whether verbal or visual, or in written form.
- Providing you with information regarding the code of conduct and daily activities, special events, menus, the residents' committee, etc.
- Directing you to an appropriate resource to follow up on your request if the information is not known.



- Directing you or your legal representative when requesting access to your file, to ensure follow-up of the request and compliance with the legal framework. .

Residents, their legal representative, family and loved ones - You commit to:

- Exercising respect, discretion and confidentiality towards the other residents.
- Not asking the staff questions about the health condition of the other residents.
- Expressing your preferences and contributing to writing your life story.
- Requesting access to your file if you (or your legal representative) wish to consult it.
- Asking for explanations if the information does not seem accurate or complete.
- Preparing your questions so you can address them to the support workers.
- Expressing your decisions clearly in order to obtain the expected responses in all transparency.
- Being vigilant by not sharing any delicate, sensitive or personal information, for example, your bank account, debit card, credit card, etc.

The

RIGHT TO AUTONOMY AND PARTICIPATION

Le Groupe Santé Arbec advocates for the rights of residents to have their capacities recognized and their needs respected.

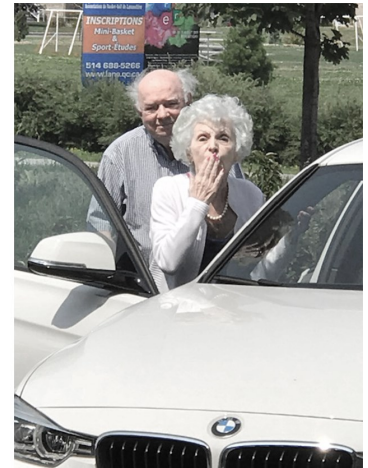
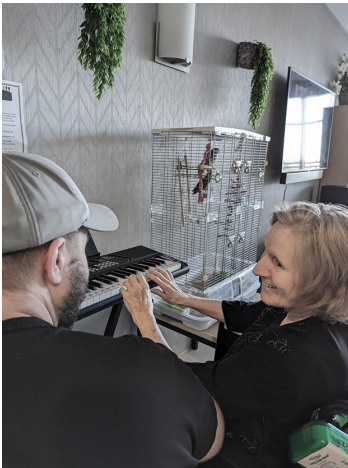
We commit to:

- Creating a humane environment that promotes the expression of your needs and your expectations.
- Obtaining your free and informed consent prior to any examination, specimen collection, treatment or any other intervention, and taking the time to clearly explain it to you.
- Respecting the limitations of your impairments and incapacities.
- Promoting your autonomy in your daily activities and lending assistance when needed.
- Informing you of the existence of the multidisciplinary team and promoting your active participation.
- Promoting and encouraging your involvement and that of your loved ones in developing, reviewing and implementing your intervention, care, leisure and daily life plan.
- Motivating you to preserve your pride and autonomy by encouraging you to express your tastes and your choices and by taking part in decisions that concern you.
- Enabling and promoting the mobilization of residents as well as your participation in the residents' committee and other consultative committees you may be interested in.
- Letting you choose the way you dress, while guiding you if needed.
- Letting you choose your menu, while explaining your dietary needs or restrictions if needed.
- Letting you choose your leisure activities, while encouraging your participation.
- Respecting your right to refuse care options or proposed services, once you have assured us that you fully understand them as well as the associated risks and consequences.
- Working with you to promote your full potential and encouraging your autonomy in various spheres of your daily life, while respecting your limits.



Residents, their legal representative, family and loved ones - You commit to:

- Clearly stating your needs and expectations.
- Participating in meetings about your intervention plan (you, your legal representative and your loved ones) and expressing your choices, habits and preferences.
- Giving your consent prior to any examination, specimen collection, treatment or any other intervention.
- Making sure that you have fully understood the risks and consequences of your choices.
- Asking questions that are on your mind.
- Working with us to optimize your full potential and continuing to be proactive on a daily basis in making decisions that concern you, within your limits.



The

RIGHT TO RECOURSE AND TO MAKE A COMPLAINT

At all times, residents can express a dissatisfaction or make a complaint.

We commit to:

- Informing you of the dissatisfaction management process and providing you with the different methods and resource persons to help you submit your dissatisfaction.
- Helping you look for solutions in the event of a dissatisfaction.
- Informing you of your rights, the complaint review process, the terms and conditions for recourse as well as the contact information of the person in the role of the local Service Quality and Complaints Commissioner.
- Giving you, as soon as you arrive in our facility, a pamphlet regarding complaints as well as a dissatisfaction and complaint form.
- Validating the need for assistance if you wish to make a complaint and providing you with the appropriate support.
- Referring your complaints to the Service Quality and Complaints Commissioner.
- Informing you of the role of the residents' committee and providing you with the contact information of their representatives.

Residents, their legal representative, family and loved ones - You commit to:

- First expressing your dissatisfaction to the persons concerned, the head nurse, the unit head or the director of site management so that we can find solutions with you and quickly improve the situation.
- Asking a person of your choice to help you formulate your dissatisfaction or your complaint and to accompany you if you so wish.
- Having recourse to a complaints examination process if the problem persists.
- Providing any information required to process your complaint.

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RIGHT TO END-OF-LIFE CARE

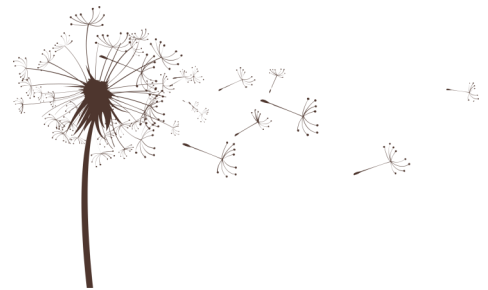
Residents have the right to die with dignity, to have their wishes respected and to receive comforting and personalized accompaniment.

We commit to:

- Accompanying you with kindness, humanity, dignity and compassion during this process.
- Creating a peaceful and serene environment.
- Being informed of your advance medical directives and making sure that they are implemented.
- Responding, whenever possible, to your last wishes, whether verbal or in writing.
- Performing all interventions during the terminal phase with the utmost sensitivity, tenderness and serenity.
- Applying the end-of-life protocol to adequately ease your pain.
- Respecting your spiritual values up to the last moment.
- Respecting your level of care.
- Respecting your request for medical aid in dying by accompanying you throughout the process.
- Accompanying your loved ones in their process, encouraging their presence beside you, providing you with a comfortable environment and supporting them in their bereavement process.

Residents, their legal representative, family and loved ones - You commit to:

- Expressing your expectations regarding interventions during the last moments of life.
- Expressing your level of care.





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Update of the Code of Ethics and Conduct adopted
by the Governing Committee on February 21st, 2024

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