



CHSLD Bayview Inc. Code of Life

Objective

The purpose of the Code of Life is to provide a clear framework for harmonious cohabitation, dignity, and quality of daily life within Bayview. It is designed to affirm the fundamental rights of residents, outline the shared responsibilities between residents, families and the care team, express the commitments of Bayview as an institution dedicated to the well-being, safety, and fulfillment of those who live here.

The Code of Life is inspired by the *Milieu de Vie* approach promoted by the Ministère de la Santé et des Services sociaux du Québec (2003), and integrates the core values that guide Bayview: Wellbeing, Excellence, Commitment, Accountability, Respect and Empathy.

The Code of Life serves as a framework rather than a strict regulation, and complements Bayview's Code of Ethics. The Code of Life outlines the behaviors expected from residents, families, and staff, while the Code of Ethics provides the guiding principles for making decisions in an ethical and responsible manner.

Guiding Principles

Bayview's Code of Life rests on three principles:

- **Dignity:** Every person deserves to be treated with respect, consideration, and fairness, recognizing their rights, individuality, and cultural identity.
- **Cohabitation:** Living together requires mutual respect, courtesy, civility, tolerance, and collaboration, ensuring the safety and mental well-being of all members of the community.
- **Quality of Daily Life:** Resident-centered care, services, and activities are designed to foster a safe, meaningful, and fulfilling living environment, where inclusion, openness, responsibility, and accountability are shared by everyone, and where residents have the right and are encouraged to make choices about their daily routines.

Responsibilities

Residents play a vital role in maintaining a harmonious and respectful living environment. They are expected, to the best of their abilities, to contribute actively to positive cohabitation by demonstrating courtesy and consideration toward others, while adhering to all safety guidelines, including fire drills and mobility safety measures, and respecting the privacy, personal space, and belongings of their fellow residents. Residents are also encouraged to express their feelings and needs openly and respectfully, seek support from staff and family when experiencing stress, anxiety, or emotional difficulties, and participate in social and recreational activities that promote mental stimulation and social interaction.

Families and visitors share the responsibility of fostering a safe, welcoming, and supportive environment. They are expected to comply with visiting rules and infection

prevention measures to protect the health of residents and staff, treat residents, employees, and the physical environment with respect at all times, and follow staff instructions promptly during emergencies to ensure everyone's safety. In addition, families and visitors are encouraged to provide emotional support to their loved ones while respecting their autonomy and boundaries, foster a calm, understanding, and empathetic atmosphere, and communicate respectfully with residents and staff regarding emotional needs or concerns.

Staff and volunteers have a duty to model respectful and ethical behavior in all their interactions and are responsible for creating and maintaining a safe, inclusive, and supportive atmosphere for residents and their loved ones. Clear, professional communication and a commitment to upholding Bayview's values are essential components of their daily practice. They are also expected to observe and respond empathetically to residents' emotional and psychological needs, offer support, reassurance, and appropriate interventions in times of distress, encourage participation in recreational activities that enhance mental well-being, and report any concerns about emotional or psychological health promptly to ensure timely support.

Respect and Confidentiality

Everyone shares the responsibility for maintaining a peaceful, clean, and safe environment, where the dignity, security, and well-being of all team members are upheld. Behaviour that undermines these values will not be tolerated, and conflicts should be addressed respectfully or, if necessary, referred to the appropriate team member or committee. Residents' personal information and health records are treated with strict confidentiality, and staff and volunteers are expected to respect privacy in all communications, as per the Policy on Confidentiality.

Review and Approval

The Code of Life was developed in collaboration with the Residents' and Family Advisory Committees, in accordance with section 118.1 of the Act Respecting Health Services and Social Services (LSSSS).

Residents and families are invited and encouraged to provide feedback, participate in committees, and engage in decision-making processes to enhance the living environment and quality of care.