

Code of Conduct for Care Recipients, Families, and Visitors

Purpose of this Tool

The purpose of this tool is to provide a list of behaviours that are expected of care recipients, family, and visitors. All workplace parties should keep in mind that while their responsibilities are to provide quality care, poor behaviour displayed by their care recipients and others should not be tolerated.

Who Uses this Tool

All workplace parties, care recipients, their family, and visitors.

How to Use this Tool

Employers, supervisors, and decision-makers use this tool to add to or combine with their organization's Code of Conduct in its entirety or where one doesn't exist. All workplace parties use this tool for their own knowledge and as a reminder to their care recipients and their care recipients' family or visitors.

The tool can be used in several ways such as being posted in areas visible to care recipients and others (e.g., hospital main entrance, visitor waiting rooms), in care recipient treatment or admissions packages, and part of worker training.

This tool is an example and can be modified to meet the needs of the organization.

Hospital and Long-Term Care Settings

Patient/Resident, Family, and Visitor Code of Conduct

As a Patient/Resident receiving services from [Organization's name] you have the responsibility to:

1. Treat your healthcare professionals with respect.
2. Ensure your family members and visitors treat your healthcare professionals with respect.
3. Never abuse your healthcare professionals. Abuse includes threats, yelling, hitting, or making sexual or humiliating remarks. Do not allow any family member or visitor to abuse your healthcare professionals.
4. Participate in your care.

Home and Community Care Settings

Client, Family, and Visitor Code of Conduct

As a Client receiving services from [Organization's name] you have the responsibility to:

1. Treat your healthcare professionals with respect.
2. Ensure your family members and visitors treat your healthcare professionals with respect.
3. Never abuse your healthcare professionals. Abuse includes threats, yelling, hitting, or making sexual or humiliating remarks. Do not allow any family member or visitor to abuse your healthcare professionals.
4. Participate in your care.
5. Refrain from smoking tobacco or any other substance while [Organization's name] healthcare professionals are in your home.
6. Put all pets in another room behind a closed door while [Organization's name] healthcare professionals are in your home.
7. Ensure your driveway, walkway, and stairs are safe and free of snow or ice.
8. Be available at the scheduled time or notify [Organization's name] of your need for an alternate visit time.
9. Always obtain the consent of your healthcare professional before photographing or videotaping.