



Code of Ethics

La maison Mathieu-Froment-Savoie

1. Preamble

La maison Mathieu-Froment-Savoie (MMFS) is a center for terminally ill patients. A place to be heard and accompanied, the center allows people to live their final days in a serene environment. Thanks to our interdisciplinary approach, La maison Mathieu-Froment-Savoie pursues the following mission:

- Alleviate suffering of the terminally ill person, in all aspects;
- Accompany with respect the terminally ill person and their loved ones in this important stage of life;
- Provide support to the family and loved ones by helping them take part in the care and accompaniment of the terminally-ill person.

In the same spirit, La maison Mathieu-Froment-Savoie adopts a code of ethics designed to guide interactions between the terminally ill persons, their family, the volunteers and employees with respect, integrity and dignity. Confidentiality is an important element of the respect of the terminally ill person and, in that sense, employees and volunteers must ensure confidentiality of all information received relating to the patients as part of their activities at “La maison”. This code of ethics represents the desire of all the people working here, to respect the rights of the terminally ill persons and to offer the best quality service to meet their needs.

Our mission

La maison Mathieu-Froment-Savoie, a key partner in the Health Care System and Social Services, is recognized as a vital link to palliative care in the Outaouais region. Terminally-ill persons and their relatives are greeted and accompanied free of charge at “La maison” to live their last moments serenely in respect, dignity and compassion. Deeply committed to the terminally ill persons, the professionals and volunteers devote themselves to offer the best possible care.

2. Our values

“La maison” answers to the needs of the terminally ill person and their loved ones in a warm and welcoming family atmosphere.

La maison Mathieu-Froment-Savoie’s top priority is to provide its community with the best possible care to terminally ill persons. This is why the team at La maison Mathieu-Froment- Savoie focuses on the welfare of the person and loved ones in this important stage of their life, by alleviating suffering with respect, dignity and compassion.

3. The palliative approach

The palliative approach is the result of a body of knowledge and attitudes which allows us to accompany a person in the final stages of their life as well as their loved ones. With this approach, we can provide care and administer medication to control pain and thus offer a better quality of life during that period.

Care is provided when the illness does not respond anymore to treatments given to heal or prolong life.

Each team member working at “La maison” must ensure that:

- A person is entitled to receive palliative health care if their condition requires it (Bill 2, art.4)
- An adult able to consent to care, can refuse at all times to receive the care essential in maintaining their life or can withdraw their consent to the care.
 - Their refusal to receive care or to withdraw their consent can be conveyed by any means (Bill 2, sect.5)
 - We provide palliative care to persons who had previously refused or withdrawn consent to care if they change their mind (Bill 2, art.6)
 - The passing of a person occurs with dignity and respect to the human rights.

5. The rights of the terminally ill persons

La maison Mathieu-Froment-Savoie recognises that terminally ill persons have legitimate rights which must be considered at all times during the interventions. These rights are the following:

- The right to be respected as a human being;
- The right to relief of pain;
- The right for support including to family and loved ones;
- The right to privacy;
- The right to respect of confidentiality;
- The right to their security;
- The right to care and quality services, including palliative sedation;
- The right to receive end-of-life care (Bill 2, art.4)
 - The law defines « end-of-life care” as being palliative care offered to terminally-ill persons and medical assistance in dying (Bill 2, art. 3)
 - ***La maison Mathieu Froment-Savoie will not offer medical assistance in dying but will ensure that the patient who***

asks for it is transferred so they can receive this care as per their rights.

- The right to maintain a quality of life;
- The right to be informed;
- The right to spiritual, political, cultural, ethnic, sexual orientation and linguistic difference;
- The right to a friendly, safe and sound environment;
- The right to tranquillity and rest.

6. The required conducts of employees

La maison Mathieu-Froment-Savoie establishes the criteria of the quality of services. The employee must at all times:

- maintain a respectful relation with the terminally ill person, the family, the loved ones and the team at La maison Mathieu-Froment-Savoie;
- respect the dignity, modesty and privacy of the terminally ill person;
- protect and ensure the person's security;
- offer care and quality services in accordance with professional standards, instructions and procedures of La maison Mathieu-Froment-Savoie;
- respect confidentiality of information concerning the terminally ill person, their family and loved ones;
- prioritize the needs of the terminally ill person;
- establish and maintain a trusting relationship with the terminally ill person, her family and loved ones;
- respect, within the limits of what is generally admissible and in the palliative care context, the values, convictions and the person and their family's path;
- communicate in writing and/or verbally to the working colleagues all pertinent information to ensure the continuity of the terminally ill person's care;

- inform the terminally ill person, their family and loved ones, of the services and care offered;
- prioritize the complete comfort of the terminally ill person and never take the initiative to hasten or delay their death;
- refer to the nurse any information request concerning the medical condition of the terminally ill person;
- refuse any money from the terminally ill person, their family and loved ones and refer to the care coordinator before accepting any kind of gifts;
- During the stay of the terminally ill patient and in the following six months of their passing or their departure, refrain from having any kind of social or personal relation with members of the family or loved ones;
- Refrain from signing official documents such as a will or any other kind of document which could have a legal impact;
- Remain objective, meaning to avoid taking position in family conflicts or in situations which could become litigious;
- Show good judgment in words they use, in comments they make and actions they do;
- Respect the instructions and decisions related to the care plan established during the interdisciplinary meetings;
- Promote respect of the code of ethics with employees and volunteers;
- Ensure that colleagues, supervisors and volunteers adhere to the prescribed values of La maison Mathieu-Froment-Savoie. In situations where they are not respected, the employees must discuss it with the person. If the inappropriate behaviour persists, they must contact this person's immediate supervisor;
- Contribute to improve the comprehension of the public of the role and services offered at La maison Mathieu-Froment-Savoie;
- Maintain and improve their skills;
- Employees who are not scheduled to work must never, under any circumstances, be at La maison Mathieu-Froment-Savoie. If their

presence is required, they must get their care coordinator's approval.

7. The required conducts of the volunteers

La maison Mathieu-Froment-Savoie establishes the criteria of the quality of services. The volunteers must at all times:

- maintain a respectful relation with the terminally ill person, their family, loved ones and the team at La maison Mathieu-Froment-Savoie;
- respect the dignity, modesty and privacy of the terminally ill person;
- protect and ensure the person's security;
- offer care and quality services in accordance with professional standards, instructions and procedures of La maison Mathieu-Froment-Savoie;
- respect confidentiality of all information concerning the terminally ill person, their family and loved ones;
- prioritize the complete comfort of the terminally ill person;
- refuse any money from the terminally ill person, their family and loved ones and refer to the care coordinator before accepting any kind of gifts;
- During the stay of the terminally ill patient and in the following six months after his passing or his departure, refrain from having any kind of social or personal relation with members of the family or loved ones;
- Refrain from signing official documents such as a will or any other kind of document which could have a legal impact;
- Remain objective, meaning to avoid taking position in family conflicts or in situations which could become litigious;
- Show good judgment in words they use, in comments they make and in actions they do;
- Respect the instructions and decisions related to the care plan established during the interdisciplinary meetings;
- Support the goals and objectives of La maison Mathieu-Froment-Savoie;

- Promote respect of the code of ethics with the employees and other volunteers;
- Contribute to improve the public's comprehension of the role and services offered at La maison Mathieu-Froment-Savoie;
- Volunteers who are not scheduled to work must never, under any circumstances, be at La maison Mathieu-Froment-Savoie. If their presence is required, they must get their care coordinator's approval.

8. Responsibility of the terminally ill persons and their loved ones

The terminally ill persons and their loved ones are the top priority during their stay at La maison Mathieu-Froment-Savoie. In order to take good care and accommodate them, the personnel and volunteers request cooperation and respect. The environment of the MMFS and its day center implies community living offering private and shared areas. The other terminally ill persons and their loved ones also have expectations of living in an environment that is pleasant for all.

Most specifically, the main expected responsibilities are:

- To cooperate to the update and respect of the care plan and treatments with the medical team;
- To express the needs and pertinent choices with the offer of care and services;
- To respect the rights of the personnel, volunteers and any other person, and the person's property;
- To report to the personnel all moves when required;
- To demonstrate good citizenship with others;
- To respect the current operating rules at la MMFS;
- To accept the decision of la MMFS in not offering the medical assistance in dying in its center and the consequences of this offer of services.

9. Resource persons

Every day, the personnel and volunteers of la MMFS are anxious to offer the best quality of services. In spite of the efforts made, it is possible that terminally ill persons or their loved ones, experience frustration towards the care and services.

It is important for us to meet and listen to these persons when they have grievances with the concerned staff so we can fix the situation rapidly according to their expectations.

First and foremost, we suggest that they discuss their grievances with the concerned intervenor or with the coordinator under which they work.

If this discussion is inconclusive or this person prefers, she may contact the executive management at 819-770-3900 or by email at direction@mmfs.org.