



Standards for Living. Quality of Life.

## Code of Ethics

As an accredited member of the Ontario Retirement Communities Association, we uphold and affirm our responsibilities to our residents by subscribing to the following principles:

*We believe in quality of life for all residents that encompasses their right to dignity, respect, privacy and autonomy*

*We will* respect the rights of our residents as individuals who are free to pursue personal interests, participate in social, religious, and community activities of their choice, and to associate privately with people of their choice

*We will* at all times maintain a high standard of professional conduct and act with integrity, honesty, openness, and fairness when dealing with residents, families, employees, other operators, and businesses

*We will* ensure that at all times staff treat residents, their families, and the public with courtesy

*We will* take reasonable and appropriate measures to safeguard the well being of our residents

*We will* encourage a respectful workplace and seek to employ staff with good moral character, satisfactory experience, competence, and compassion

*We will* adhere to ORCA's accreditation standards which include compliance with relevant municipal and provincial regulations governing our operations

*We will* not engage in unfair marketing practices and will avoid any conduct that may discredit the sector at large