



## **BC Care Provider Association & EngAge BC Member Code of Conduct and Commitment to Quality**

### **Service provider members shall:**

- Comply with all bylaws of the Association\* and conduct all activities with honesty, integrity, respect, fairness and good faith in a manner which will reflect well upon the sector;
- Strive to provide exemplary services to the residents or clients for whom they are responsible in a manner which is hospitable, courteous, enables personal choice, and is responsive to resident or client feedback;
- Promote competence in housing and service delivery management through ongoing education;
- Comply with all acts, regulations and standards relevant to the sector in which care services or housing is provided;
- Hold that professional relationships are not to be exploited for personal advantage;
- Refrain from any conduct that undermines the role of the Association and the credibility of the sector or any of its members.

### **Members responsible for providing care shall:**

- Provide care with regard to the total physical, mental, spiritual and cultural needs of those residents or clients;
- Endeavour to employ staff with empathy and compassion for older adults, so that every person receiving care has a satisfactory experience;
- Treat persons receiving care and their family members or companions with dignity;

### **Commercial members shall:**

- Refrain from using the Association's credentials or affiliation to promote or endorse external commercial products or services;

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**Metrotower 1 | 1424-4710 Kingsway, Burnaby, BC V5H 4M2**

bccare.ca | engageseniors.ca

(604) 736-4233



# EngAgeBC

By signing my name below, I certify that I have read the above information. My signature also certifies my understanding and agreement with the above Code of Conduct.

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name/Title

\_\_\_\_\_  
Company Name

\* For the purposes of this document the "Association" refers to BC Care Providers Association and all operating arms including EngAge BC.

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