

# CODE OF ETHICS



**SASMAD**

Service d'accompagnement spirituel  
des personnes malades ou âgées à domicile

**Pastoral Home Care**

**SASMAD**

1335, rue Chabanel Est  
Montréal, Québec H2M 2N8

## **Mission of the Volunteer**

**IN FAITH WITH JESUS CHRIST** who calls on the volunteer to go visit the sick at home.

**IN THE CHURCH**, the volunteer commits to answer the spiritual needs of the people who are suffering, in the present context of the provincial health reform, regardless of their beliefs.

**WITH EACH ACCOMPANIMENT**, the volunteer helps the beneficiaries find a coherence, a meaning and a direction for their lives so that they discover in their hardships hope and relief.

**IN THE SPIRIT OF THE GOSPEL**, the volunteer develops attitudes of welcoming, listening, empathy, acceptance, tenderness and compassion.

**THE VOLUNTEER REINFORCES AND PROCLAIMS** the values of respect for life and the person's dignity, values that motivate and support his or her commitment.

## Fundamental Options

***This code of ethics is based on the following values and options:***

- The dignity of a human being is a basic fundamental value. The acknowledgement of a person's dignity leads to the respect of the autonomy of the accompanied person.
- Spiritual life and religious faith are factors that build important foundations in the healing process.
- ***An open mind, empathy, deep listening, gratuitousness, non-judgment, patience and hope in the spiritual accompaniment complete*** the values that come directly under ethics.

## Act of Accompaniment

- The volunteer supports and respects the accompanied person; Adopts an attitude of:
  - Active listening without making decisions for the other person;
  - Faithfulness, assiduity and continuity in the process of continuity in the process of accompaniment;
  - Respect for the other members of the care team;
  - Collaboration aimed at the overall well-being of the person being accompanied, including his or her relatives and the persons responding.

## Conflicts of Interest

- In the framework of the services that the volunteer provides to the accompanied person, he or she must avoid any situation that could be misinterpreted as a conflict of interest. In particular, the volunteer cannot:
  - Accept any gift (either directly or through a third party) from the accompanied person;

- Already be or be named administrator of the property or of the person, or both, for an accompanied person;
- Already be or be named liquidator or beneficiary (either directly or through a third party) in the will of an accompanied person.
- Refer the beneficiary to professional persons of his/her acquaintance.

## Accompaniment Relationship

To be effective, the spiritual and religious accompaniment requires **continuous** follow-up and commitment during the *accompaniment*.

- As needed, the volunteer will, with the agreement of the accompanied person, refer the person to a professional in a specific area.
- The volunteer is careful to respect the beliefs and customs of the various religious traditions. As needed, the volunteer will not hesitate to refer the accompanied person to someone of the proper religion.
- The accompaniment will stop at the request of the accompanied person.

## Religious Respect

- The volunteer does a spiritual and religious accompaniment according to the principles and beliefs of the Catholic Church.
- The volunteer refrains from trying to convert or from doing religious harassment in order to bring the accompanied person to his or her personal vision or beliefs.
- During the first visit between the volunteer and the accompanied person, it will be very important to identify the **spiritual** and/or **religious needs** of the accompanied person.

## **Commitment to Confidentiality**

- The volunteer commits to respect confidentiality and privacy during the visits with the accompanied person. Professional confidentiality must be maintained even after terminating the services.
- The volunteer is not authorized to photograph the accompanied person nor to record the visits with the person. In order to maintain confidentiality, apart from the log of visits transmitted to PHC / SASMAD, it is forbidden to keep any trace of them.

## **Publicity**

- Promotion of the SASMAD service and other actions or decisions regarding publicity is the sole responsibility of the service which must answer the needs and follow the directives of its sector as well as the SASMAD service director.

## **Responsible Pastoral Care**

In order to ensure the safety and integrity of the people to whom it brings the Gospel message, the Catholic Church in Montreal adopted in 2016 ["The diocesan policy on responsible pastoral ministry"](#), which aims :

- To ensure a healthy and safe environment for all and
- To prevent all forms of abuse (spiritual, physical, financial and sexual) of vulnerable people

In June 2018, a pilot project was validated by the Archbishop and an implementation is underway throughout the diocese.

Therefore, all volunteers must agree to undergo a screening process that includes several steps including reference checks and criminal background checks.

In addition, in 2021, the Archbishop of the Catholic Church in Montreal instituted a policy of protection of persons in order to eradicate all forms of abuse within all diocesan services. Since then, a mandatory training program called "Virage Victimes Abus" is offered to all personnel, clergy, employees, volunteers, including new paid and unpaid employees. For more information: <https://www.diocesemontreal.org/en/archdiocese/responsible-pastoral-ministry>

### **Handling of Complaints**

→ The actions of the volunteer come under the global pastoral policy of a parish. To make a formal complaint, the accompanied person must contact the appropriate sector coordinator or the SASMAD director or the director of Pastoral Home Care/ SASMAD

### **The Ombudsman**

Following the tabling of the Capriolo Report made public on November 25, 2020, the Archdiocese of Montreal has set up a victim-centered complaint process,

- where all forms of abuse and inappropriate behaviour are included and where
- where the age of the victim is no longer decisive.

The presence of an Ombudsman, the creation of a five-member lay advisory committee, including a survivor, and investigations by external experts will ensure that each complaint is treated with due diligence and respect.

Would you like to make a complaint?

<https://www.diocesemontreal.org/en/file-complaint/filing-complaint>

(514) PLAINTÉ ou (514) 752-4683

[plainte@ombudsman-ecm.com](mailto:plainte@ombudsman-ecm.com)

