

## **E.D.E. Code of Professional Conduct**

E.D.E. is an international federation of national professional organizations of managing directors in long term care for the elderly in 18 European countries.

The Code of Professional Conduct is based on the constituent charter and mission statement of E.D.E. The Code also reflects E.D.E. policy on corporate governance in the field of long term care, especially in residential care homes and other retirement facilities. Additionally, the Code is related to accepted terms of employment in Europe for managing directors in long term care.

In consequence of their affiliation with E.D.E., national organizations are expected to endorse the Code and to promote that its standards and values be observed by their members each according to his possibilities. Moreover, the Executive Committee of E.D.E. recommends reference to the Code of Professional Conduct in employment contracts and job specifications of managing directors in member countries.

The articles of the Constituent Charter of E.D.E. referring to conditions for affiliation with E.D.E. also apply to the Code of Professional Conduct. For the time being, the Executive Committee of E.D.E. will not systematically evaluate whether national organizations affiliated with E.D.E. actually are complying with the Code. Nevertheless, in cases of justified misgivings about compliance, the Executive Committee will open a meticulous and balanced investigation, and, whenever necessary, take administrative action in accordance with the constituent charter of E.D.E.

Furthermore, the Executive Committee of E.D.E. supports all affiliated organizations sponsoring voluntary arrangements of peer review among their members, using the Code of Professional Conduct as a starting point. Finally, other professional associations in long term care, unions, organizations representing the interests of consumers and clients and governmental and public institutions in member countries are invited to call organizations affiliated with E.D.E. into account on their compliance with the Code. Partly because of this, both the Code and the list of national organizations affiliated with E.D.E. have been made public.

E.D.E. is an international federation representing national professional organizations of innovative, responsible and competent managing directors in long term care, especially in residential care homes and other retirement facilities. Their members are in support of socially orientated entrepreneurship, with a view towards the future. They have affinity with frail, elderly people and with delivering care and services to this group of people.

### **Innovation**

In developing and offering products and services for the elderly, members of E.D.E. and of affiliated national organizations are taking meticulous care to give priority to their clients. The needs and expectations of elderly people have precedence, also when these needs and expectations are changing in due time and differ from person to person.

National organizations affiliated with E.D.E. guarantee that all care and other services provided by facilities that are run by their members will be geared, now and in the future, to the individual wishes and capabilities of elderly clients. Principles of equality and accessibility are thereby taken into consideration. Quality assurance and continuous quality improvement in long term care are important points of interest for E.D.E. and affiliated organizations.

### **Responsibility**

Members of E.D.E. and of affiliated national organizations are approaching their colleagues in a positive manner and adopt an attitude of professionalism, both within and outside of the facilities for which they are responsible. They are promoting co-operation and mutual support among themselves and are open to constructive criticism. Members are dealing conscientiously with ethical questions.

Furthermore, they will refrain from harming the standing of the profession or the reputation of their colleagues who respect the present code.

They are carefully aiming to achieve a right balance between their own interests, the interests of the facilities they run and the interests of the field of long term care in general. Members of E.D.E. and of affiliated national organizations are fully aware that they set an example to all those employed in the field of long term care for the elderly. They are paying attention to the position of employees and volunteers. They intend to provide good employment conditions, in the broadest sense.

### **Competence**

Members of E.D.E. and of affiliated national organizations are continuously aiming at maintaining, and, if necessary, raising the level of their individual expertise. Amongst other things, they achieve this objective by participating in continuing education and post-graduate training, through peer review and by mutual exchange of know-how and experience, both within and beyond their professional organizations.

Members are carrying out their professional duties in a transparent and accountable manner. They are at all times prepared to explain their professional acts to clients, personnel and their representatives and also to budgetary and supervisory bodies. Furthermore, within the context of E.D.E. and affiliated national organizations, members are willing to exchange views on each others professional performance, both invited and uninvited. Within their own facilities, members are seeking to develop a transparent structure of corporate governance that fits their individual experience and capabilities and does justice to the standards set out in the Code of Professional Conduct.