

A Process for Ethical Decision Making

Making a decision that is ethically sound needs to be intentional. The Front Porch Ethics Service recommends that our team members use these steps to facilitate the decision-making process.

- 1 Gather and analyze** information from all parties involved.
- 2 Identify and clarify** the ethical dilemma. What values are in conflict?
- 3 Explore** the alternative courses of action.
- 4 Assess** the short- and long-term benefits and burdens of each action and make a recommendation.
- 5 Implement** the recommended action.
- 6 Evaluate** the outcome of the action taken.

ADDITIONAL RESOURCES

The following resources are available through the Ethics Service.

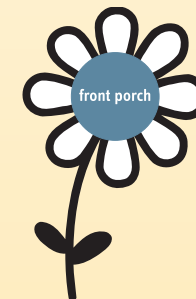
- **Ethics Consultation Team**
A team that supports communities with ethical decision making.
- **The Human Face of Caring**
A video about Front Porch's commitment to ethics.
- **More Than Words**
A video about bringing our Core Values to life.
- **Honoring Resident Choice**
A Front Porch education and training manual.
- Books and articles about Advance Directives, Alzheimer's Disease, end-of-life care, ethical decision making, the aging process and more.
- **To Show We Care**
Supported by all Front Porch Foundations, special boxes and bags for belongings of deceased residents.

For more information about the Ethics Service, please call 800-233-3709.

front porch

Ethics Service

A Resource for You



ETHICS SERVICE

Within all Front Porch

communities and service lines, there are situations that arise in which there is a tension or conflict of values, and for which there is no one "right" solution.

The Front Porch Ethics Service is a resource for residents, families and team members. We can help you contemplate quality-of-life issues, weigh values in conflict, and arrive at a consensus about solutions that will be of the greatest benefit to those we serve. We invite you to read through this brochure to see how we might be able to serve you, now or in the future.

Mission

The Ethics Service guides and supports Front Porch team members in making ethical decisions that define our behavior as an organization and that honor the values of each person we serve in a culture of mutual respect and caring.

A RESOURCE FOR YOU

The Ethics Service, which consists of an Ethics Advisory Board, two Regional Resource Committees and a Case Consultation Team, is responsible for training team members about the organization's core values and how to make ethically sound decisions. The Ethics Service recommends and develops position statements and teaching documents that enhance residents' quality of life and shares ethics news with residents and staff at our communities.

Staff members from each community serve as representatives on the Regional Resource Committees. The Case Consultation Team, comprised of community and Ethics Board members, when needed, supports communities with their ethical decision making process. Any resident, family member or team member who faces an ethical dilemma can contact their ethics representative for support and discussion. Ethics members will gather information from appropriate parties to review choices and help deliberate the best resolution.

SUPPORT

The Ethics Director guides and supports the work of the Front Porch Ethics Service. The Ethics Service is part of the Organizational Accountability Group at Front Porch, which also supports quality assurance, corporate compliance, Mirror to Excellence, Front Porch University/Five STAR College and social responsibility.

ESSENTIAL DEFINITIONS

- **Values**—strong and enduring beliefs that motivate and guide behavior.
- **Ethics**—the assessment of values that guide our decisions and behavior.
- **Ethical dilemma**—a conflict between values or responsibilities or rights.

Guiding Principles of the Ethics Service

Following are the fundamental beliefs and practices that frame the way we think about values and ethics, as well as how we behave.

We consider the values of individuals and the organization when making decisions.

Each individual that we serve is unique in his or her physical, mental, social, emotional and spiritual needs.

We honor the value and meaning of all stages of life and the traditions and rituals surrounding life and death.

When we make decisions we weigh the principles of independence, community, doing good for others, justice and fairness.

We accept and respect the diversity of our residents, staff, families and volunteers.

We honor and respect the dignity of all persons involved in situations that require ethical decisions.

"Front Porch must be a place where it is better to debate some very significant questions without ever settling them than it is to settle some very significant questions without ever debating them. It's the work of the Ethics Service."

Gary Wheeler
Co-CEO, Front Porch