

## Administration & Organization

<b>Code Of Conduct Policy</b>	Section: n/a
Effective Date: June 2020	Original Date: June 2020 Revision Dates:

### Purpose

Headwaters Health Care Centre (Headwaters) is committed to providing a workplace where the dignity, integrity and diversity of all staff, physicians, volunteers, patients, students and visitors are respected at all times.

### Policy

To ensure that the highest standards of ethical conduct, integrity and professionalism are practiced in fulfilling our responsibility to provide the highest quality healthcare. It is a requirement of all Headwaters staff to abide by the Code of Conduct and all its related policies and procedures. This Code of Conduct is intended to promote and maintain respect, caring, open communication, trust, professional accountability and teamwork within the workplace.

By demonstrating these behaviours we can achieve Headwaters purpose of being One Community, Caring together. As members of the Headwaters team, we are proud to perform our work with: Kindness, Passion, Courage and Teamwork.

<p><b>Caring for one another</b></p> <p>We see the person in every patient, and welcome all people with compassion, empathy and respect.</p> <p>We understand our care starts with listening to what is most important to every patient and caregiver.</p> <p>We believe our work starts with valuing and supporting each other.</p>	 <b>KINDNESS</b>
<p><b>Relentlessly building a better future</b></p> <p>We take pride in delivering the best possible care to every person, every day.</p> <p>We challenge ourselves to be creative and resourceful in finding solutions.</p> <p>We reach out beyond our walls to improve the health of our whole community.</p>	 <b>PASSION</b>
<p><b>Being brave and stepping up</b></p> <p>We do what's right, even when it's hard.</p> <p>We are curious and open to new perspectives.</p> <p>We speak up, push boundaries, and are not afraid to change.</p> <p>We go beyond what's expected.</p>	 <b>COURAGE</b>
<p><b>Better together</b></p> <p>We commit to working together - patients, families, staff, volunteers, physicians and partners - to deliver the care our community needs.</p> <p>We inspire each other to be the best we can be.</p> <p>We appreciate each other's abilities and use the strength of all of us to achieve the extraordinary.</p>	 <b>TEAMWORK</b>

## **Definitions**

**Headwaters, “we” or “us” means:** Headwaters Health Care Centre

**Staff Member(s) include:** Board of Directors, employees, physicians, volunteers, students, independent contractors or subcontractors

**Workplace:** any activity whether in or away from the facility (e.g. offsite meetings, conferences, and education sessions)

## **Conduct and Behaviours**

The standard of conduct and behaviours summarized below will help foster a positive environment for all members of Headwaters and create a culture that optimizes patient care, quality and safety.

### **1. Treat others with respect and dignity**

- Treat everyone with courtesy and respect at all times
- Embrace and respect cultural diversity
- Listen to and consider the opinions of others
- Use a professional tone of voice and body language at all times
- Encourage active listening, dialogue and understanding

### **2. Demonstrate compassion and caring**

- Show support and compassion for everyone
- Provide supportive and constructive feedback when appropriate
- Strive to achieve excellent patient care by:
  - showing empathy towards patients, families and visitors
  - explaining procedures
  - keeping promises

### **3. Promote teamwork and communication**

- Consider another’s priorities in addition to one’s own
- Offer support and assistance to co-workers when needed or requested
- Trust each others’ ability to perform within their role
- Share information and expertise
- Do not criticize or embarrass co-workers in the presence of others
- Be loyal to co-workers and to Headwaters
- Discuss and resolve conflicts privately and as soon as possible
- Do not participate in gossip

### **4. Promote professionalism and accountability**

- Seek opportunities to improve both personally and professionally through education and experience
- Abide by the code of standards/ethics set by one’s own professional body
- Manage time and resources efficiently
- Communicate clearly and fully with our supervisors, co-workers, patients, the public and all others we interact with

- Where there might be a conflict between our personal interests and those of Headwaters we disclose that fact immediately and seek guidance from our supervisors
- Respect and protect the rights of our patients, their chosen supports, our staff, and all others in regard to privacy
- Honour commitments made
- Take responsibility for actions
- Fully cooperate with all investigations as directed by management (i.e. health and safety, risk, police, coroner, etc.)
- Be fiscally responsible to allocate Headwaters monies within the rules and limits set out in legislation and the board of directors
- Ensure that all property (including cash, cheques, documents, inventories and equipment) in our care as part of our job is properly secured and protected at all times
- Dress according to the applicable dress codes
- Report to work on time, stay until shift ends, attend work regularly and follow the guidelines.
- Do not accept gifts, hospitality or entertainment (outside of the approved levels outlined in hospital policies) from people who do, or want to do, business with Headwaters Health Care Centre
- Do not make personal comments using Headwaters resources (e.g. letterhead, e-mail, etc.)
- Make personal phone calls and read/send text messages during breaks.
- Provide leadership and support to students and new team members

## **5. Safety**

- Report all potential hazards and/or incidents immediately to one or all of the following: supervisors, the appropriate departments, and authorities
- Work to find solutions to the safety-related challenges Headwaters faces
- Identify ourselves as members of the Headwaters team through the use of properly work identification and our communications
- Support the process of keeping hospital property and resources secure
- Complete medworxx and education provided by Headwaters and follows the practices communicated.
- Observe good infection control practices as promoted by Headwaters
- Adhere to policies, practices, procedures and collective agreements as well as all applicable laws and regulations.

## **Resolution Process**

### **Option1 – Direct Communication**

- Try to resolve the problem by addressing the individual regarding their behaviour and explaining the concern. Speak directly, respectfully and privately to that person.

### **Option 2 – Seek Assistance**

- If staff do not feel comfortable speaking with the person directly or if the concern is not satisfactorily resolved, staff have the option to work together with their immediate supervisor. At this point, the supervisor may address the issue, facilitate a meeting between the two

individuals, or may forward the issue to Human Resources depending on the nature of the concern.

- If the concern involves the immediate supervisor or if for some other reason the individual is not comfortable discussing with the supervisor, they should engage in discussion with the next highest level of management and HR.
- If the complaint is against a senior leader of the organization or any member of the HR team the organization will solicit the assistance of an external mediator.

### **Consequences of Violations**

Corrective or remedial action for proven violations of the Code will be determined on a case-by-case basis and in accordance with specific documents and policies related to the Code by the pertinent supervisors/managers with guidance from Human Resources. Corrective action may be subject to disciplinary action up to and including termination in accordance with Headwaters Progressive Discipline Policy.

### **Related Documents**

Social Media Acceptable Use Policy  
Media & Videography Policy  
Discrimination & Harassment Prevention Policy  
Workplace Violence Prevention Policy  
Whistleblower Policy  
Smoke Free Policy  
Privacy and IT Security Policy  
Sourcing and Procurement Policy

### **References:**

- SEIU Collective Agreement
- ONA Collective Agreement
- OPSEU Collective Agreement
- Orillia Soldiers Memorial (2011). Code of conduct
- Southlake (2016). Code of Conduct
- Humber River (2003) Code of Conduct

<b>Approval Date</b>	<b>Approval Body</b>	<b>Approval Signature:</b>
February 2020	Endorsed by Operations Committee	
February 2020	Senior Management Committee	Kim Delahunt President & CEO June 2020