



“CODE OF CONDUCT”

“ Do unto others as you would have them do unto you.”

St. Joseph's Health Centre is committed to a climate of mutual respect and a work environment that is free from discrimination and harassment. Staff, physicians, volunteers, students and contract workers are expected to uphold the Mission, Vision and Values of the organization. Our Code of Conduct is built upon the Health Centre's:

- Mission and Values: *Human Dignity, Compassion, Excellence, Community of Service and Social Responsibility*
- Discrimination and Harassment Policy
- Violence in the Workplace Policy
- Code of Business Ethics
- Philosophy of Care
- Security of Information and Confidentiality Policy
- Internet Access and Usage Policy

I, as a member of the St. Joseph's Health Centre's team will conduct myself according to the following values-based behaviours.

Therefore I will:

Dignity and Respect

Demonstrate fairness and treat everyone with dignity and respect,
Promote equality and acceptance of people from diverse backgrounds and communities, cultures and religion and those with physical and mental challenges,
Provide a secure, clean and safe environment for those in our care, and
Demonstrate concern, sensitivity, patience and caring towards others.

Leadership

Search out challenging opportunities to change, grow innovate and improve,
Enlist others in a common vision by appealing to their values and interests,
Recognize individual and team contributions and successes, and
Set an example by behaving in ways that are consistent with the Health Centre's values.

Teamwork

Work collaboratively with others within the department, across programs and across the Health Centre and the community,
Promote cooperation, participation and sharing of ideas and information,
Follow safe work practices that ensure patient and staff safety, and best practice in infection control..

Privacy & Confidentiality

Ensure privacy, security and confidentiality of health care records and other records such as employee files,

Maintain confidentiality of patient information at all times and in all places, and
Provide an environment that supports privacy when examining the patient.

Customer & Patient Relations

Interact with others in a considerate, tactful and courteous manner,
Greet and introduce myself to others including my name and role in the delivery of health care,

Provide patients and families the opportunity to express concerns or opinions without prejudice or discrimination,

Actively listen to others to understand their views and foster a climate where conflict is openly discussed and resolved,

Promote a supportive and inclusive environment including honesty and equitable treatment,

Be respectful of each others' and the patient's time, and

Conduct myself appropriately.

Examples of inappropriate behaviour include, but are not restricted to, the following:

- using threatening/abusive language,
- expressing any profanity/swearing or make degrading/sarcastic comments,
- making insulting remarks,
- slamming doors/surfaces,
- using physical contact, and
- yelling.

PERSONAL ACCOUNTABILITY

Individual breaches of this code will be subject to corrective action which may or may not include the following remedies as per the Health Centre policies i.e. collective agreements, human resource and medical staff policies and procedures and applicable legislation.

In keeping with our mission and values, complaints brought forward should not be trivial, frivolous, vexatious or made in bad faith.

Corrective action may include:

- a verbal or written apology
- counseling/ education
- suspension
- being reported to your professional College
- termination of relationship with St. Joseph's Health Centre

***Our Vision: Advancing the Health of Our Community by
Being Canada's Best Community Teaching Health Centre.***

I have read and understood St. Joseph's Health Centre's Code of Conduct and will conduct myself with the standards outlined above.

Signature

Print Name

Date