

Human Resources Policy Manual

Title: Code of Conduct

Women's College Hospital		Policy No:	3.10.003
Title	Code of Conduct	Original: (mm/dd/yyyy)	June 19, 2008
Category	Human Resources	Reviewed: (mm/dd/yyyy)	Nov. 15, 2010
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Issued by:	Human Resources		
Approved by:	Senior Leadership		

Policy Statement:

Women's College Hospital is committed to a climate of mutual respect and a work environment that is free from discrimination and harassment. Our Code of Conduct describes the fundamental principles of ethical conduct, integrity and professionalism that Women's College is built upon.

Compliance with the Code of Conduct is mandatory and is a condition of employment and privileges. Individual breaches of this code will be subject to corrective action up to and including termination of employment, assignment, placement, or suspension and / or loss of privileges.

The Hospital is committed to protecting individuals who report, in good faith, perceived violations of the Code and/or related policies, from reprisal. No action will be taken against an individual who makes a good faith allegation, even if, after investigation, the allegation is not substantiated. However, allegations or statements made in the course of an investigation found to be intentionally dishonest, or made with wilful disregard for the truth, may subject the individual to corrective action.

Supervisors and Managers have an additional responsibility to champion a workplace that fosters compassion, equity, respect, safety and professionalism and does not tolerate harassment or discrimination.

Staff, physicians, volunteers, students, research staff, board members, contract workers and all associated with the Hospital are expected to uphold the Mission, Vision and Values of Women's College Hospital by committing to, demonstrating and promoting the following behaviours:

Leadership:

Set an example by conducting yourself in ways that are consistent with Women's College Hospital Values. Recognize Code of Conduct violations, respond to and enforce standards. Search out opportunities to innovate, inspire, motivate and develop.

Innovation:

Create and maintain a respectful workplace environment which in turn, promotes creativity and innovation. Foster staff confidence in sharing solutions for new and improved patient care practices and hospital programs.

Collaboration:

Promote cooperation and participation in the sharing of ideas and information. Work collaboratively with others within your department, across programs, throughout the organization, and with outside agencies and community partners.

Compassion:

Compassion builds bonds between people. Employees see the organization as a caring environment when they experience compassion at work. Actively listen to patients and co-workers concerns and work toward solutions.

Respect: Through actions and language, treat patients, visitors and each other with respect, courtesy and dignity at all times. Respect includes consideration for other people's privacy, their physical space and belongings; and respect for different viewpoints, philosophies, physical abilities and beliefs.

Equity: The Hospital strives to create an environment of understanding and mutual respect for the dignity and worth of everyone in association with and employed by the Hospital. Act in a culturally sensitive manner so that diverse women and their families feel that their culture is welcomed and barrier free.

Safety: Follow safe work practices to ensure a safe and healthy environment for all associated with the Hospital. Observe all health and safety regulations for self protection and that of your colleagues and patients. Identify and report risks and potential violations immediately.

Excellence: Promote a culture of quality and an atmosphere of integrity, living the values of Women's College. Observe and comply with legislation, bylaws and policies, business and professional codes and standards. Take responsibility for decisions and act ethically and honestly.

Privacy and Confidentiality:

Ensure privacy, security and confidentiality of proprietary information, patient information, health care records, and employee files at all times. Provide an environment that supports privacy when examining patients and/or discussing patient information in elevators or other public arenas.

Definitions:

Appropriate Conduct and Behaviour includes but is not limited to:

- adherence to all corporate and relevant departmental-specific policies, practices and procedures;
- competent performance of all duties and tasks assigned;
- avoiding any business, financial or other relationship with suppliers, customers or competitors that might impair or appear to impair independent judgment with respect to the best interests of the Hospital;
- ongoing courtesy to and respect for employees, physicians, colleagues, patients, volunteers, visitors and/or others associated with the Hospital in the conduct of its business;
- ensuring that documents containing confidential patient or hospital information are maintained in a manner that persons who do not have a need to know the content of such documents cannot see or access them;
- avoiding discussion of confidential patient matters in places where you may be overheard by people who do not have a valid need to know such information, such as in elevators, corridors or refreshment areas;

- ensuring that an individual's computer IDs and passwords are not shared;
- punctual and regular attendance;
- dressing in proper attire and footwear appropriate to the job performed; where required, wearing uniforms in a proper and professional manner;
- wearing a Hospital issued Identification Badge visibly while on site, to identify yourself as an employee of the Hospital

Inappropriate Conduct may be written, oral or behavioural and includes but is not limited to harassment, discrimination, abuse, bullying and violence as well as disruptive, disrespectful, offensive and unprofessional and / or conflict of interest conduct. Examples include but are not limited to:

- reporting to work or working while under the influence of alcohol, drugs, or prohibited substances;
- gambling or participating in any other unregulated game of chance while on Hospital premises;
- insubordination;
- behaviour that is known, or ought reasonable to be known as unwelcome or offensive to others;
- using obscene or abusive language;
- spreading malicious gossip or rumours;
- working in an uncooperative manner with others;
- excessive personal use of Hospital telephones, telecommunications, or computer facilities;
- excessive use of personal mobile devices, or that which interferes with provision of patient service
- leaving work early or leaving the unit / department without the appropriate supervisor or manager's authorization;
- loitering or idling while on duty, or in any circumstance which interferes with another person's job duties or productivity.

Unacceptable Conduct or Behaviour includes is not limited to:

- harassment or discrimination on the basis of grounds prohibited by the Ontario Human Rights Code;
- coercing, threatening, or intimidating, any person at any time;
- engaging in personal relationships of a sexual nature with patients.
- arguments with patients and /or family members;
- possession for consumption or use of alcoholic beverages while on Hospital premises;
- possession, sale or consumption of any illicit substance while on Hospital premises or while engaged in Hospital business;
- unauthorized access to information, or unauthorized use, collection, disclosure, retention, modification, or destruction of information;
- creating or contributing to unsanitary conditions or defacing hospital premises or property;
- solicitation of employees, physicians, residents, students or volunteers for any reason, during working hours or at any time on Hospital premises, or through contact outside the Hospital using information obtained through Hospital records or systems;
- wilful violation of Hospital safety rules and procedures;
- theft of property or information
- wilful neglect and/or mishandling of Hospital equipment, machinery or supplies;
- possession of weapons on Hospital property;
- sleeping while on duty;

- accepting gifts, favours or gratuities from firms, organizations, agents, employees, or other individuals in a manner that is contrary to the Code of Business Conduct;

Off Duty Conduct:

Off-duty behaviors or incidents that affect the work environment, and/or the organization's reputation and professional values in the community, will be assessed on a case by case basis.

Workplace:

The workplace includes all offices, buildings, and exterior properties e.g. parking lots of WCH, as well as off-site work related conferences, seminars, and social events.

Corrective Action:

Corrective action may include, but is not limited to:

- a verbal or written apology
- counseling or education
- a verbal or written warning
- suspension
- reporting to professional colleges
- discipline up to and including termination of the employment relationship, suspension of privileges and/or cancellation of contracts.

Procedure:

All staff are expected to comply with the Code of Conduct and report perceived violations which they personally experience or witness, to their manager, and/or Human Resources, and/or Security.

All members of the Hospital Team are required to review the Code of Conduct and certify their commitment to it by signing a Declaration that he/she has read and understood Women's College Hospital's Code of Conduct and will conduct herself/himself within the standards outlined below.

The Declaration (enclosed) will be signed at:

- time of hire (for new staff, contract workers, research staff)
- time of performance appraisal (for existing staff, contract workers, research staff) if not signed at time of hire
- time of commencement of assignment (volunteers)
- time of initial credentialing process and annual renewal of privileges for physicians
- at any other time as directed by Management when a violation has occurred.

Employees covered by a Collective Agreement may consult with their respective Union Representative and follow additional processes outlined within the Collective Agreement.

If persons reporting an alleged violation are unwilling to be identified, the Hospital is limited in its ability to investigate and take action. In those cases the Hospital will reasonably weigh the available information and the seriousness of the alleged incident in determining action to be taken. Women's College Hospital

has a legal responsibility to take appropriate action regarding complaints. Therefore, the Director of Human Resources or delegate may decide to take further action if enough evidence is received to warrant further investigation.

Management has an ongoing responsibility to respond immediately to stop any activity in the workplace, which undermines this policy.

Managers are responsible for:

- recognizing violations and enforcing standards;
- responding to reports of perceived violations in a timely manner;
- ensuring that investigations are conducted by the appropriate parties;
- ensuring that appropriate remedial action is taken when warranted.

Human Resources is responsible for:

- ensuring policies and processes are current and legislatively compliant;
- recognizing violations and enforcing standards;
- responding to reports or requests for assistance;
- offering confidential advice and coaching on options for staff in dealing with a situation;
- responding to formal complaints by way of an investigation;
- advising and supporting managers in taking appropriate action;

Security is responsible for:

- responding to a Code White violent person situation;
- reporting potential risks and providing guidance on prevention plans

The process for reporting suspected violations of this Code is detailed in the Dispute Resolution policy → link.

References:

Mission, Vision and Values Code of Business Ethics → 1.80.001

Signing Authority policy → 1.80.004

Work Refusals and Work Stoppages → 4.10.003 Dispute Resolution policy → 3.10.001

Harassment and Discrimination → 3.20.007

Uniform and Dress Code → 3.20.005

Privacy Principles → 1.20.001

Attendance Management → 3.40.001

Conflict of Interest → 1.10.006

Risk Management → 1.40.004

Prevention of Workplace Violence → 3.10.004

Code White → 5.10.006

Declaration

I, as a member of the Women's College Hospital Team will conduct myself according to the following values-based behaviours. I will demonstrate behaviours that are consistent with the eight (8) Women's College Hospital Values:

- **Leadership:** Set an example by conducting yourself in ways that are consistent with Women's College Hospital Values. Recognize Code of Conduct violations, respond and enforce standards. Search out opportunities to innovate, inspire, motivate and develop.
- **Innovation:** Create and maintain a respectful workplace environment which in turn, promotes creativity and innovation. Foster staff confidence in sharing solutions for new and improved patient care practices and hospital programs.
- **Collaboration:** Promote cooperation and participation in the sharing of ideas and information. Work collaboratively with others within your department, across programs, throughout the organization, and with outside agencies and community partners.
- **Compassion:** Compassion builds bonds between people. Employees see the organization as a caring environment when they experience compassion at work. Actively listen to patients and co-workers concerns and work toward solutions.
- **Respect:** Through actions and language, treat patients, visitors and each other with respect, courtesy and dignity at all times. Respect includes consideration for other people's privacy, their physical space and belongings; and respect for different viewpoints, philosophies, physical abilities and beliefs.
- **Equity:** The Hospital strives to create an environment of understanding and mutual respect for the dignity and worth of everyone in association with and employed by the Hospital. Act in a culturally sensitive manner so that diverse women and their families feel that their culture is welcomed and barrier free.
- **Safety:** Follow safe work practices to ensure a safe and healthy environment for all associated with the Hospital. Observe all health and safety regulations for self protection and that of your colleagues and patients. Identify and report risks and potential violations immediately.
- **Excellence:** Promote a culture of quality and an atmosphere of integrity, living the values of Women's College. Observe and comply with legislation, bylaws and policies, and professional codes and standards. Take responsibility for decisions and act ethically and honestly.
- **Privacy and Confidentiality:** Ensure privacy, security and confidentiality of proprietary information, patient information, health care records, and employee files at all times. Provide an environment that supports privacy when examining patients and/or discussing patient information in elevators or other public arenas

Behaviours

I have reviewed the definition examples of appropriate, inappropriate and unacceptable behaviours.

Personal Accountability

Compliance with the Code of Conduct is mandatory and is a condition of employment and privileges. Individual breaches of this code will be subject to corrective action up to and including termination of employment, assignment, placement, or suspension and / or loss of privileges, as outlined within Hospital Human Resources, Volunteer and Medical Staff Policies and Procedures, collective agreements and applicable legislation.

I have read and understood Women's College Hospital's Code of Conduct and will conduct myself within the standards outlined above.

Signature_____

Date_____

Name_____

(Please Print)

Witness_____