

POLICY NO. ADMIN-038-1	POLICY TITLE: Code of Conduct
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Disclaimer: Any PRINTED version of this document is only accurate up to the date of printing. Always refer to the Policies, Procedures and Processes on the Shared drive for the most current versions of the documents in effect.

See Also:

- [ADMIN-005-1 Zero Tolerance of Abuse and Neglect Policy](#)
- [ADMIN-005-3 Zero Tolerance of Abuse and Neglect Process](#)

INTRODUCTION

The Mission of St. Joseph's Health Centre Guelph (SJHCG or Health Centre) commits us to live the legacy of the Sisters of St. Joseph. As such, we are dedicated to compassionate, person-centred care through discovery, innovation and partnerships. To live this mission and to operate effectively, SJHCG has established standards of conduct and performance aligned with our values that were inspired by our belief that life at all stages is sacred. Our Values create the acronym C.A.R.E.: Compassion, Accountability, Respect and Excellence.

PURPOSE

The purpose of this policy is to formalize the standards of behaviour for all Health Centre employees, physicians, volunteers, board trustees, students, contractors, consultants and vendors. It informs us all of SJHCG's expectations of conduct, serves as a useful reference guide, helps to ensure consistency, and alerts of potential problems. Additionally, it guides us on the procedure for reporting inappropriate behaviour.

SCOPE

As a condition of employment or business relationship with SJHCG, employees, physicians, volunteers, board trustees, students, contractors, consultants and vendors are expected to adhere to SJHCG's Code of Conduct. Employees are encouraged to discuss any situations of concern or doubt regarding the Code of Conduct with their leaders (i.e., supervisor, manager, director, or VP), or if necessary, the VP, People and Strategy, or the President. Violations of St. Joseph's Code of Conduct will be grounds for disciplinary action up to, and including, discharge and, in certain cases, legal prosecution.

As SJHCG's evolves and new issues arise, this document will be reviewed from time to time and modified appropriately to ensure it reflects current situations.

POLICY

The standards of conduct that follow are not all-inclusive, but will serve as guidelines. We reference other relevant SJHCG policies to provide greater clarity around expectations.

1.0 Behaving Appropriately with Others

We treat each other and all clients, visitors, volunteers and students with compassion and respect. We understand that creating a stigma-free workplace and a safe, judgment-free environment for care is part of the expectations of our roles, and is a shared responsibility.

- **1.1 Applying C.A.R.E. Values** - We apply our Values in all our interactions with clients and each other.
 - Compassion - We attend to the needs of every person with sensitivity, empathy, and kindness.
 - Accountability - We take responsibility for our actions and deliver on our commitments.
 - Respect - We treat one another with dignity, honesty, and understanding.
 - Excellence - We provide exemplary care through innovation, teamwork, and best practice.
- **1.2 Caring for Clients** – We commit to quality of care and client safety. We have zero tolerance of abuse or neglect of our clients (reference ADMIN-005-1 Zero Tolerance of Abuse and Neglect Policy and ADMIN-005-3 Zero Tolerance of Abuse and Neglect Process).
- **1.3 Behaving Ethically** – We are accountable for conducting ourselves in a responsible manner and we apply ethical behaviour to all we do.

2.0 Performing with Competence and Productivity

- **2.1 Competent Performance** - We perform the work as required by our position in a competent, careful and productive manner in compliance with acceptable standards of our profession, learner role and/or job description.
- **2.2 Cooperation** - We work collaboratively with each other, provide assistance to colleagues when needed, and share relevant work knowledge and experience.
- **2.3 Notification if Under Investigation by Governing Body** - We notify Human Resources or our leader (supervisor, manager, director, or VP) immediately if we are the subject of an investigation or inquiry by a registering/licensing/regulatory authority during the course of our relationship/employment with SJHCG. In addition, we advise Human Resources of any changes to our criminal reference/vulnerable sector check(s).
- **2.4 Health Centre Training Programs** - We attend and/or complete SJHCG training sessions and/or online learning in person or via our Learning Management System (LMS). There are times when this training is scheduled and completed during our working hours and times when it is completed on our own time.
- **2.5 Mentoring** - We welcome students and new staff, acting as a mentor and or receiving mentorship, when assigned.

3.0 Committing to Attendance and Punctuality

- **3.1 Attendance** – We are ready to start our shift on time, work until our shift ends, attend work regularly and follow the guidelines in HR-014-1 Attendance Support Policy and our department-specific guidelines.
- **3.2 Compliance with Breaks** - We comply with unpaid meal breaks and rest periods scheduled by SJHCG in accordance with HR-002-1 Hours of Work, Premium Pay Allowances Policy, applicable collective agreements, and legislation, and adhere to times that are established within our work area. We do not take unauthorized extra breaks.
- **3.3 Leaving Work Area** – We do not leave our work area during work hours without communicating with our colleagues and/or leader (supervisor, manager, director, VP), apart from our unpaid breaks.
- **3.4 Absence Without Permission**

- We are not absent from work unless we have permission in accordance with SJHCG policies and/or any relevant collective agreement language.
- In accordance with HR-009-1 Leave of Absence Policy and applicable collective agreements, we may be terminated if we are absent without permission, overstay a permitted leave of absence, or utilize a leave of absence for purposes other than that for which the leave was granted and fail in any of these cases to furnish the Health Centre with a justifiable reason for such absence.
- **3.5 Sleeping While on Duty** – We do not sleep while on duty unless on an authorized break.
- **3.6 Use of Personal Smart/Cell Phones**
 - Using our personal device, we make personal phone calls, check phone messages, read/send text messages, surf the internet, receive/send personal email, use social media, and/or use the camera only during our breaks and away from client-care areas.
 - We do not use personal smart/cell phones while on duty unless for authorized work purposes as per the ICT-001 Personal Electronic Device Policy.
 - We do not post on social media any material about SJHCG unless authorized to do so as per the ADMIN-0260-1 Social Media Policy.

4.0 Demonstrating Professional Conduct

We conduct ourselves in a professional manner. SJHCG will not tolerate behaviour that causes ridicule, contempt or humiliation of any individual or group of people.

- **4.1 Language and Conduct**
 - We behave in an orderly manner appropriate to the workplace when dealing with others.
 - We do not engage in loud, abusive, threatening, intimidating or profane language.
 - We do not engage in horseplay, scuffling, throwing things, assault or degrading treatment of others per our ADMIN-011-1 Respect in the Workplace: Prevention of Workplace Violence, Harassment, Bullying and Domestic Policy.
 - English is the language in which we conduct work in our organization. Conversing in other languages may be done away from clients, on personal time. Speaking in a language other than English can lead to avoidable misunderstandings among the team, as well as with clients. As such, we are mindful to be inclusive of those who do not speak the language.
- **4.2 Harassment and Bullying**
 - We respect the diversity of others and comply with our HR-016-1 Workplace Harassment Policy.
 - We do not engage in acts of harassment (sexual or otherwise), discrimination, gossiping or bullying per our ADMIN-011-1 Respect in the Workplace: Prevention of Workplace Violence, Harassment, Bullying and Domestic Policy.

5.0 Providing and Upholding a Safe and Secure Environment

- **5.1 Physically and Psychologically Safe Environment**
 - We observe all health and safety regulations and we meet the requirements of the *Occupational Health and Safety Act* for our own protection and that of others.
 - We follow complete instructions covering safe working methods and we use safety equipment provided by SJHCG (policies OH&S-001 through OH&S-21).

- We report unsafe working environments to our leader (supervisor, manager, director, or VP) or delegate immediately as per OH&S-003-1 Work Related Incident Reporting Policy and OH&S-04-01 Hazard Reporting Policy.
- **5.2 Wearing ID Badge**
 - We wear the photo identification badge issued by Human Resources at the time we commenced employment and if it is lost or damaged replace it as soon as possible as per HR-010-1 Identification Badges Policy.
 - The identification badge includes our name and is worn so it is clearly visible while on SJHCG premises. The badge identifies our affiliation with the Health Centre and minimizes opportunities for the intrusion of unauthorized persons.
- **5.3 Reporting Injury at Work**
 - We promptly report any injury or incident incurred on SJHCG's property to our leader (supervisor, manager, director, or VP) and to the Employee Wellness Office as per our OH&S-003-1 Work Related Incident Reporting Policy.
 - We complete an Employee Incident Report as per the same policy.
- **5.4 Avoiding Scented Products** - We respect the chemical sensitivities of others by following the guidelines of our OH&S-21 Scent Free Policy.

6.0 Conducting Ourselves Lawfully and Honestly

We behave in an honest and trustworthy manner, complying with the law and acting in a manner that does not undermine the employment relationship. Breaches may result in disciplinary action.

- **6.1 Theft**
 - We do not take items belonging to SJHCG or others. This includes the personal use of SJHCG linen, consumption of SJHCG food and beverages, and office supplies.
 - If we witness a theft, we report the incident to our leader (supervisor, manager, director, or VP) immediately following the incident.
- **6.2 Falsification of Records** - We do not wilfully falsify records including applications for employment, other data requested by SJHCG, or time and attendance records
- **6.3 Fraud** - We have and use systems and procedures to prevent and detect fraud, breach of trust and other forms of wrong-doing. We protect the assets and belongings of our clients and the Health Centre. We participate in any investigations of suspected wrongdoing and co-operate fully with law enforcement and regulatory officials.
- **6.4 Conflict of Interest** - We comply with SJHCG's ADMIN-033 Conflict of Interest Policy.
- **6.5 Weapons on Health Centre Property** - We do not bring any weapons onto SJHCG property.
- **6.6 Expenses** - We incur and claim appropriate Health Centre business-related expenses for Health Centre business only (reference ADMIN 012-1 Travel and Expense Policy).

7.0 Upholding Confidentiality and Privacy

- **7.1 Confidentiality**
 - We adhere to SJHCG's ADMIN-017-1 Privacy of Personal Information and Personal Health Information Policy and do not access or disclose information that is not required in the normal performance of our duties.
 - We maintain confidentiality of all personal health information, medical records and other confidential SJHCG information of clients, staff, physicians or the Health Centre.

- We are aware of our environment when discussing confidential matters and we act appropriately.
- **7.2 Ownership of Intellectual Property** - If an outside interest or activity relates in any way to our work for SJHCG, or if that interest arises from confidential information acquired while in employment with SJHCG, then all inventions, products, processes and ideas that we have developed belong to SJHCG. We may be required to sign documents confirming ownership by SJHCG.

8.0 Maintaining Client Boundaries

- **8.1 Relationships** - We do not enter into personal, sexual or business relationships with clients.
- **8.2 Borrowing/Lending** - We do not borrow or lend money or property from/to clients.
- **8.3 Gifts** - We do not accept gifts from clients, family members or suppliers unless they are only of small intrinsic value (i.e., candies that may be shared with colleagues) as per the ADMIN-034 Gifts Policy.

9.0 Maintaining Sobriety (Non-Impairment) in the Workplace

- **9.1 Substance Misuse**
 - We abide by applicable laws and regulations governing the possession or use of alcohol and drugs. The illegal use, sale, purchase, transfer or possession of any restricted or controlled drug, narcotic or any other substance while on Health Centre premises, or during working hours is prohibited, and will result in immediate dismissal or other discipline.
 - We do not use, sell, purchase, transfer or possess opened alcoholic beverages while on Health Centre premises or during working hours, except as authorized by SJHCG.
 - We do not attend to our responsibilities and duties, nor are we on SJHCG premises while under the influence of or consuming any alcohol, narcotic, controlled drug, or substance which causes impairment while on duty.

10.0 Using, Caring for, and Maintaining Health Centre Property

- **10.1 Use of SJHCG Property**
 - We do not damage or improperly use SJHCG property, tools, machines or equipment.
 - We do not use SJHCG equipment for personal use without permission of our leader (supervisor, manager, director, or VP).
 - We do not sell, transfer, publish, disclose, display, or otherwise make available computer programs, purchased software programs, technological innovations, or other intangible property or rights owned, or used, by SJHCG either while in employ of the corporation, or thereafter.
 - All such property or rights, and any other printed or computer records prepared by an employee during Health Centre time will remain the exclusive property of SJHCG (e.g. control logs, forms, daily calendars).
 - Upon termination of employment, we deliver to the Health Centre all correspondence, documents, and all other property belonging to the Health Centre, which may be in our possession, or under our control. This includes property made or prepared by the employee, and relating in any way to the affairs of SJHCG.

- **10.2 Use of SJHCG Internet and Communication Channels**

- We access the Internet from work for business purposes only as per ICT-007-1 Internet Security Policy.
- We do not use SJHCG assets to view or create material that is illegal or which a reasonable person might find offensive or disruptive such as those that contain sexual implications, racial slurs, gender specific comments or any other comment that offensively addresses someone's age, gender identity, sexual orientation, religious or political beliefs, national origin or disability.
- We do not use SJHCG property or systems (email, voice mail, internal mail and bulletin boards) to send or reply to chain letters or distribute offensive or inappropriate materials. We do not use this property to achieve personal gain, profit or advancement of personal views; to represent oneself as someone else; solicit other SJHCG employees, solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations.
- We may distribute materials to our co-workers without prior approval, if the activity and materials are not disruptive to the workplace, unless the materials are of nominal value.

- **10.3 Smoking Area**

- We are a non-smoking and non-vaping facility.
- We do not use tobacco or cannabis on our property as per our ADMIN-097-1 Smoke Free - Maintaining a Healthy and Safe Environment Policy.

- **10.4 Parking Privileges**

- We park on SJHCG property only in authorized areas.
- Violation of parking regulations, 'no parking' signs and other traffic signs or non-designated parking areas may result in disciplinary action and/or the withdrawal of parking privileges per our ADMIN-029-1 Parking Policy.

11.0 Complying with Supervision

- **11.1 Following Instructions**

- We follow our leader's (supervisor, manager, director, or VP) job-related instructions and do the work assigned.
- If we feel that there is a problem, we carry out the instruction and discuss the issue with our leader (supervisor, manager, director, or VP) later, unless we believe there is danger to our health and safety.

12.0 Maintaining Professional Appearance

- **12.1 Dress Code** - We follow the Health Centre's dress code guidelines as per the HR-013-1 Professional Dress and Uniform Guidelines Policy.
- **12.2 Footwear Policy** - We follow the footwear guidelines as per the OH&S-014-1 Footwear Policy.

PROCEDURE

Reporting Inappropriate Behaviour

1. When dealing with rude or disrespectful behaviour, we expect staff to have the courage to address this directly with the individual involved, if appropriate. If this does not resolve the issue or you are uncomfortable to approach the individual, contact your immediate leader for assistance. If you do not feel you are able to speak with your immediate leader, you may approach your leader's supervisor or Human Resources.
2. If you witness serious Code of Conduct infractions, you are responsible to report these to your leader/delegate immediately. The Health Centre's ADMIN-004-1 Whistleblower Policy and ADMIN-004-3 Whistleblower Process provides an overview of the available process and associated protection from retribution.
3. The Health Centre will investigate Code of Conduct infractions reported and take appropriate corrective action that could include discipline or a report to the individual's legislative body.

REFERENCES

Internal References

- C.A.R.E Values
- Related Health Centre Policies
- Collective Agreements for CUPE and ONA
- ADMIN-005-1 Zero Tolerance of Abuse and Neglect Policy
- ADMIN-005-3 Zero Tolerance of Abuse and Neglect Process
- HR-014-1 Attendance Management Policy
- HR-002-1 Hours of Work, Premium Pay Allowances Policy
- HR-009-1 Leave of Absence Policy
- ICT-001 Personal Electronic Device Policy
- ADMIN-0260-1 Social Media Policy
- ADMIN-011-1 Respect in the Workplace: Prevention of Workplace Violence, Harassment, Bullying and Domestic Policy
- HR-016-1 Workplace Harassment Policy
- OH&S policies OH&S-001 through OH&S-21
- OH&S-003-1 Work Related Incident Reporting Policy
- OH&S-04-01 Hazard Reporting Policy
- HR-010-1 Identification Badges Policy
- OH&S-21 Scent Free Policy
- ADMIN-033 Conflict of Interest Policy
- ADMIN-012-1 Travel and Expense Policy
- ADMIN-034 Gifts Policy
- ADMIN-017-1 Privacy of Personal Information and Personal Health Information Policy
- ICT-007-1 Internet Security Policy
- ADMIN-097-1 Smoke Free - Maintaining a Healthy and Safe Environment Policy
- ADMIN-029-1 Parking Policy
- HR-013-1 Professional Dress and Uniform Guidelines Policy

- OH&S-014-1 Footwear Policy
- ADMIN-004-1 Whistleblower Policy
- ADMIN-004-3 Whistleblower Process

Related Legislation

- Ontario Human Rights Code (1990)
- Occupational Health and Safety Act (1990)
- Employment Standards Act

APPROVED: January 2003	REVIEWED: September 2007 March 2018	AUTHORIZED BY: Operational Leadership Team Senior Leadership Team
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