



Stevenson Memorial Hospital embraces a culture in which all employees, professional staff, volunteers, students, and vendors ensure the highest standards of ethical conduct, integrity, and professionalism to provide the highest quality of healthcare. A positive, respectful workplace can only be achieved by setting high standards of behaviour and clear expectations to help guide our relationships with our patients and families, and with each other. Our Code of Conduct is entrenched in our values in action and shared principles.

SAFETY

- We are all responsible for our own safety and for the well-being of everyone we interact with
- We will report all potential hazards and/or incidents immediately to one or all of the following: our supervisors, the appropriate departments, and authorities
- We will be part of the process of finding solutions to the safety-related challenges SMH faces
- We will identify ourselves as members of the SMH team through the use of properly worn identification and our communications
- We will abide by the best practice standards of SMH and the professional organizations to which we belong
- We support the process of keeping hospital property and resources secure
- We complete the annual core curriculum and education provided by SMH and follow the practices communicated
- We observe good infection control practices as promoted by SMH

TRANSPARENCY

- We are open and honest in our interactions
- We 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 SMH we disclose that fact immediately and seek guidance from our supervisors
- We respect and protect the rights of our patients, their chosen supports, our staff, and all others in regard to privacy

ACCOUNTABILITY

- We will take responsibility for our actions

- We fully cooperate with all investigations as directed by management (i.e. health and safety, risk, police, coroner, etc.)
- We know the Code of Conduct and comply with its principles and the documents and policies which it supports
- We disclose breaches of the code immediately, whether they are committed by ourselves, or a co-worker
- We understand that breaches of the Code shall be subject to disciplinary action, up to and including termination
- When we are unsure about the Code and its related policies, we seek direction from our supervisors or Human Resources
- We do not retaliate against anyone who has come forward with a complaint, or any witnesses to complaints

IMPARTIALITY

- We value the contributions offered by others without judgment
- We are fiscally responsible to allocate SMH monies within the rules and limits set out in legislation and the board of directors
- We make work decisions that are in the best interests of SMH
- We ensure that our outside activities do not conflict with our job
- We 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 SMH
- We do not speak as a representative of SMH unless we have been authorized to do so
- We do not make personal comments using SMH resources (e.g. letterhead, e-mail, etc.)

RESPECT

- We strive to treat others as they would wish to be treated when SMH policy and procedure allows
- We never harass or intimidate others – SMH has absolutely no tolerance for this kind of behavior
- We are honest, polite, and courteous
- We devote ourselves fully to our jobs during our working hours and do not allow our personal activities (e.g. personal communications, reading a magazine, surfing the internet, social media, etc.) to interfere with our work
- We participate in learning about the community in which we work and serve
- We ensure we are free from agents or conditions that may diminish our capacity for decision-making or our performance of duties

- We 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
- We handle sensitive and confidential information with care and disclose only in accordance with the Personal Health Information Protection Act (PHIPA)
- We recognize that we are the public face of SMH and we dress according to the applicable dress codes
- We provide excellent customer service every day
- We do not publicly criticize SMH, the Board of Directors, or any members of the staff

SPECIAL CONSIDERATIONS

- The conduct of everyone employed by or associated with SMH is expected to be consistent and fully comply with the Code and related documents and policies.
- Everyone employed by or associated with SMH is expected to report violations of the code or its related documents and policies to the appropriate personnel.
- SMH commits to protecting individuals who report, in good faith, perceived violations of the Code and/or its related policies, from reprisal. Any perceived instances of reprisals should be reported immediately to Human Resources.
- Allegations or statements made in the course of an investigation found to be intentionally dishonest or made with willful disregard for the truth, may subject the individual to disciplinary action up to and including termination.
- 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 include termination of employment.
- SMH acknowledges that some of its community (i.e. physicians, nurses, social workers, etc.) have professional obligations and should seek clarification from both their supervisor and their professional associations in the case of a perceived conflict. In the event of the Code conflicting with an individual's professional obligations as dictated by their professional association the decision of the association takes precedence.