



## Code of Conduct

### Preamble

The Code of Conduct for Groves Memorial Community Hospital and North Wellington Health Care *demonstrates our commitment to a safe, healthy and respectful workplace*. A Code of Conduct is a set of conventional principles and expectations that are considered binding on any person who is a member of a particular group or organization. It is a set of rules that guide behaviour and decisions in a specified situation. A values-based code of behaviour clearly and concisely describes our hospitals behavioural expectations. It outlines the desirable behaviours that we are expected to live by, that align with our organizational values and strategic directions.

### Code of Conduct

All staff are accountable for ensuring that her/his practice and conduct meets legislative requirements and competency standards for their profession and position. It is understood that all staff are leaders within their own roles and the hospital will enable them to act in the best interests of patient care and their colleagues.

At North Wellington Health Care (NWHC), we value Initiative, Collaboration, Creativity, Fairness and Compassion. At Groves Memorial Community Hospital (GMCH), we value Caring, with Integrity, Accountability, Respect and Excellence. Together, through the Wellington Health Care Alliance, we have a strong voice for rural health care. By sharing our talent and resources, we can make a difference in the health status of the people whom we serve within our rural communities.

All NWHC and GMCH staff pledge their commitment to the code of behaviours to guide our day to day interactions, and carry out the hospitals values, on a daily basis to support our success in making a difference and creating a great place to work.

# Code of Behaviours

**I pledge to:**

**1. Communicate Effectively by:**

- Actively listening and seeking clarification
- Being present and engaged
- Being approachable and open to sharing ideas and knowledge; allowing for freedom of expression
- Acknowledging non-verbal cues
- Actively participating in the conflict resolution process
- Leveraging and appropriately utilizing technology

**2. Contribute to a Teamwork Environment by:**

- Actively participating, contributing and listening
- Cooperating - sharing resources and knowledge
- Acknowledging and accepting strengths and differences
- Partnering and building relationships to facilitate an open environment
- Gaining understanding for all roles within the organization and recognizing the value and contributions of each

**3. Display a Positive Attitude by:**

- Being genuine, friendly and courteous
- Treating others with patience, understanding, consideration and humility
- Injecting humour and fun into the workplace

**4. Demonstrate Professionalism by:**

- Maintaining competency for excellence in my role/profession
- Supporting a learning environment through my willingness to teach and to learn
- Using best practices and evidence while challenging the process
- Promoting the use of appropriate forums to encourage ongoing learning
- Upholding a high standard of personal conduct

**5. Take Responsibility for My Own Individual Leadership by:**

- Leading by example and modeling positive behaviours
- Addressing concerns, seeking resolution and communicating outcomes
- Demonstrating resourcefulness
- Participating in problem solving
- Being proactive and contributing ideas
- Being an agent for change

## **Code of Conduct and other related Policies, Procedures Review**

All staff must adhere to all policies and procedures established by their individual department by hospital site, as well as those established through the Wellington Health Care Alliance. The following documents, policies and procedures which are all related to our organization's code of conduct, require a regular review to ensure each staff member's individual and personal goals are in alignment with the direction of the organization. The timeline for this review is determined by each of the policies and procedures and staff will demonstrate their compliance as part of their bi-annual performance development plan.

- Hospital Mission, Vision and Values Statement
- Ethical Framework
- Code of Conduct and Behaviours
- Strategic Directions
- Health and Safety
- WHMIS
- Harassment/Discrimination policy
- Violence in the Workplace Prevention policy
- Professional Practice Performance Management Model
- Accessibility
- Confidentiality
- Privacy
- Acceptable use of Information Technology
- Dress Code and Scent Free policies
- Attendance Management
- Conflict of Interest
- Whistleblower

Employee Name: \_\_\_\_\_  
(Please print)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_