



		POLICY		
Title Code of Conduct	Created By Director People Development			
	Review Required Manager, Human Resources & Occupational Health Vice-President		Administrative Approval Required CEO	
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Purpose

St. Thomas Elgin General Hospital (STEGH) is committed to supporting a culture that values integrity, honesty and fair dealings with each other; and promoting a positive and safe environment for the hospital community that is reflective of the highest quality of care and professional conduct.

Policy

Patients, employees, management, professional staff, volunteers, board members, students, contract workers and visitors all comprise the “hospital community”. As part of the hospital community, these individuals are expected to uphold STEGH’s organizational values of Compassion, Accountability, Respect, Excellence and Safety. In particular, “Respect” means honouring the worth of each individual through appropriate verbal, non-verbal and written communication and interactions; accepting each individual’s personal beliefs; being honest; sharing ideas openly; and understanding each other.

Further to its values and commitment, STEGH strives to maintain a workplace that is free from discrimination, harassment and other inappropriate behaviour. STEGH will maintain a position of full review and resolution, up to and including dismissal and loss of privileges, with respect to inappropriate, harassing or discriminatory behaviour directed toward the hospital community. Such conduct will be investigated and reviewed in accordance with the Code of Conduct – Procedure.

Departments Affected

Board members, management, professional staff, employees, volunteers, contract workers and students must commit to uphold appropriate and professional conduct as outlined in this Code of Conduct Policy & Procedure.

Definitions

Discrimination – Unequal treatment of an individual on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same-sex partnership status, family status or disability, as defined in the Ontario *Human Rights Code*.

Harassment – Vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome or offensive to others. This includes behaviours that are abusive, intimidating, annoying, embarrassing, demeaning, humiliating or hurtful.

Harassment includes *sexual harassment* which relates to engaging in a course of harassing conduct related to a person's sex, sexual-orientation, transgender status, same sex partner status, or any sexualized activity that is known or might reasonably be known to be unwelcome, unwanted, offensive intimidating, hostile, or otherwise inappropriate.

Inappropriate Behaviour – Includes, but is not limited to, words or actions/inactions that:

- Interfere with, or have the potential to interfere with, quality health care and/or effective delivery of care;
- Create or contribute to an unacceptable workplace environment; or
- Create a risk of harm to the individual engaging in the behaviour or to others.

This includes behaviour the complainant has reason to believe will result in any of the above. For examples, refer to Appendix A: Examples of Inappropriate Behaviour.

Hospital community - patients, employees, management, professional staff, volunteers, board members, students, contract workers and visitors.

Professional staff - A credentialed health professional that holds privileges at STEGH, including a physician, midwife, dentist or registered nurse in the extended class.

Complainant - The person who brings forward a complaint or report of inappropriate behaviour. A complainant may be a patient, an incapable patient's substitute decision-maker, a family member, staff member, professional staff member, employee, student, volunteer, contractor, supplier or other individual.

Respondent - The individual against whom a complaint/report is made.

Full review and resolution – The absolute obligation to undertake review and resolution of all complaints made pursuant to this Code of Conduct Policy and Procedure.

Leader - The person most responsible for overseeing the Respondent in his/her role at STEGH.

References

- Core Values
- Collective Agreements
- Professional Standards
- Employee Corrective Action Policy & Procedures
- Workplace Violence /Harassment Prevention Procedure
- Acceptable Use of Information Technology Resources Policy
- Confidentiality Policy & Procedure
- [Ontario Human Rights Commission](#)
- [Diversity Rx](#)
- [Human Rights Education Association - Sexual Orientation and Human Rights](#)

Attachments

Code of Conduct Procedure

Appendix A: Examples of Inappropriate Behaviour

Appendix B: Code of Conduct Procedure Flowchart

Appendix C: Complaint/Report/Investigation Process

Appendix D: Corrective and Disciplinary Interventions for Major Complaints