



**Caring
Collaboration
Accountability
Innovation
Respect**

Code of Conduct

Approved May 30, 2018



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*Exceptional Healthcare,
By Exceptional People*



To all Employees, Professional Staff, Volunteers, Students, Researchers and Contractors

Cambridge Memorial Hospital is committed to providing, promoting and maintaining a work environment where respect and dignity are demonstrated at all times. By honouring our Hospital Vision, Mission and Values, we foster behaviours that contribute to making Cambridge Memorial Hospital an exceptional place to work.

- Vision:** To provide exceptional healthcare by exceptional people.
- Mission:** A progressive acute care hospital and teaching facility committed to quality and integrated patient centered care.
- Values:** Caring, Collaboration, Accountability, Innovation and Respect.

Cambridge Memorial Hospital expects all employees, professional staff, volunteers (including Directors and Board committee members), students, researchers and contractors to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives of the organization are accountable for their actions and shall act honestly and with professionalism and integrity in fulfilling their responsibilities and complying with all applicable professional standards, laws and regulations.

The CMH Code of Conduct has been designed to emphasize the need for all individuals to maintain a professional and caring work environment by treating others with respect, courtesy and dignity throughout the organization. This involves the promotion of caring, collaboration, accountability, innovation and respect; our CMH values. This also includes the free sharing of knowledge, open discussions to resolve conflicts and active participation in program and service planning, operational meetings, team planning and best practice initiatives. Furthermore this means reporting of any threats, harassment, verbal abuse, bullying, psychological abuse, sexual abuse/assault and any form of violence. Such reports will be received in an accepting and responsive manner and shall be dealt with in accordance with relevant CMH policies.

Join me in helping CMH to continue to provide Exceptional Healthcare By Exceptional People.

A handwritten signature in black ink that reads "Patrick M. Gaskin".

Patrick Gaskin
CEO

Purpose

The CMH Code of Conduct (COC) provides guidelines for individuals connected to CMH throughout the organization, including but not limited to all CMH employees, professional staff, volunteers, students, researchers and contractors (referred to as “CMH Representatives” in this document). In addition, components of the COC also apply to patients, visitors and community partners while in the hospital.

Foundational to these guidelines are the Hospital’s mission, vision and values, developed by staff and physicians and by the Patient Declaration of Values, developed with input from our patients and the community. (see: <https://www.cmh.org/patients-visitors/patient-information>)

The COC encompasses several policies and procedures including policies on privacy and confidentiality, conflict of interest, ethics and workplace conduct policies. CMH representatives should become familiar with the responsibilities set out in these policies.

The hospital recognizes that the different health professionals practicing within our organization may have a code of conduct set by their respective colleges or associations or developed internally, such as the medical/professional staff code of conduct. The CMH Code of Conduct does not replace or override these professional codes of conduct but complements them.

Components

As indicated, the COC is supported by a number of preexisting policies at CMH.

The relevant policies can be accessed through:

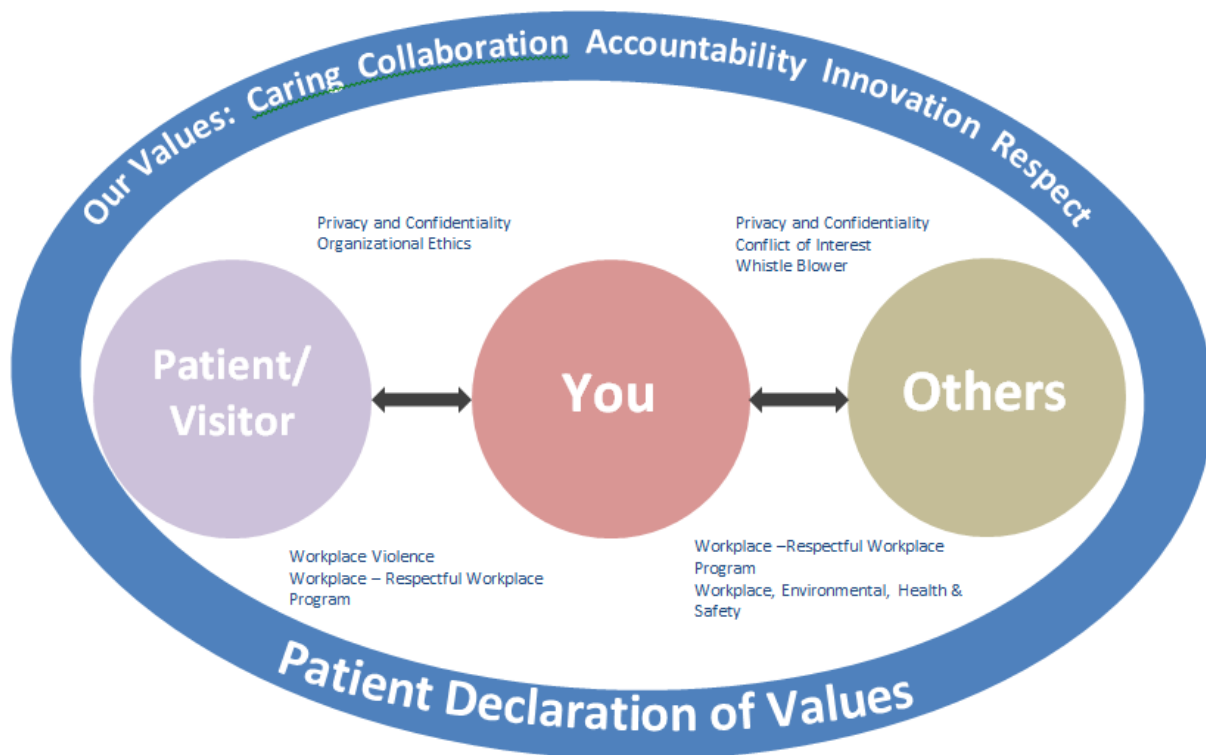
- CMH Intranet → Guides, Manuals & Policies → Corporate Policies & Guidelines → Human Resources
- CMH Website → Board Policy Manual
- CMH Website → CMH By-laws

For any policy that cannot be accessed through the above means, please contact Human Resources.

Code of Conduct Diagram (COC Diagram)

The COC diagram depicts the connections among CMH representatives, our patients/visitors, other CMH representatives and with the organization as a whole. Our values encompass and influence all our interactions with each other at CMH and outside CMH, when we are acting on behalf of and representing CMH within the community. The COC diagram shows how the various policies that address behaviour expectations relate to these interactions.

On the diagram “You” is used to mean any CMH Representative - anyone who works, practices, or volunteers on the hospital property.

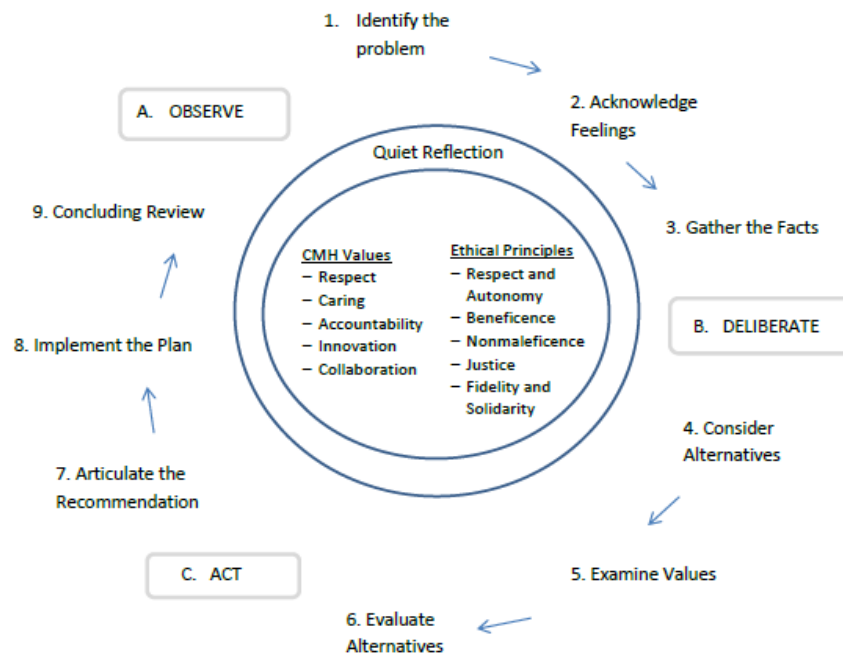


Organizational Ethics

Within all health care organizations, ethics plays an important role in the decision-making process. As a result, CMH is committed to a strong process of ethical reflection and decision-making to support CMH representatives within the organization.

The Ethical Decision-Making process provides a framework and tool that forms part of CMH’s strategy to develop and enhance ethics capacity, and builds on CMH’s values of caring, respect, innovation, collaboration and accountability.

CMH uses the principle based framework set out below for ethical decision making.



The Hospital's Ethics Committee can also be consulted to answer questions and/or provide ethics consultation.

Privacy and Confidentiality

At CMH it is the responsibility of all CMH representatives to protect information. Anyone who comes in contact with personal health information is responsible for protecting it.

CMH has a legal and ethical responsibility to protect the privacy of all patients and protect the confidentiality of their personal health information as outlined in the Personal Health Information Protection Act. Individuals providing patient care services have the responsibility to ensure the confidentiality and privacy of a patient's personal health information. If individuals working at the Hospital not involved directly in patient care services come into possession of confidential patient health information, they too have a responsibility to ensure confidentiality and privacy of information. Such information must be maintained in the strictest confidence during and after employment/association at the hospital and individuals must refrain from divulging such information inside or outside of the organization.

Privacy and confidentiality is not restricted to only patient information. It also includes personal information about employees, business information, other forms of confidential information within the organization and includes confidential information disclosed by other individuals.



All known and suspected privacy breaches should be reported to the privacy office.

Conflict of Interest

Each CMH representative will ensure that his/her direct or indirect personal interests do not, potentially or actually, conflict with the interests of CMH. At CMH, all individuals agree to promptly report any potential or actual conflict of interest that they may have to their Manager, the Chief Executive Officer, the Chief of Staff, Board Chair, committee Chair or designate.

Conflicts of interest can arise if gifts, gratuities, or favours of any kind are exchanged between a CMH representative and any individual or company whose relationship with the hospital involves the individual's sphere of responsibilities. A conflict of interest can also arise in circumstances where a CMH representative could personally profit or receive other personal benefit as a result of his/her relationship with CMH.

A conflict of interest can also arise as a result of the regular employment/ appointment of an immediate relative to the same program or to a position such that the responsibilities of one member directly affect the employment status of the other.

Workplace – Environmental, Health and Safety

CMH is committed to providing a safe, secure and healthy work environment for all CMH representatives. We will fulfill this via ongoing training. CMH relies on all CMH representatives to:

- (i) Promote a positive working environment
- (ii) Comply with all environmental, health and safety (EHS) laws and regulations and all EHS rules established by CMH from time to time
- (iii) Report any unsafe or hazardous conditions or materials, injuries and accidents
- (iv) Not work under the influence of any substances that impair your ability to work safely or could endanger the safety of others.

Workplace Violence

CMH does not tolerate violence in the workplace. This relates to our value of respect and our commitment to providing a safe and healthy work environment for all persons.



Workplace – Respectful Workplace Program

CMH is committed to having a respectful and supportive work environment. This involves an environment that is free of discrimination, harassment, intimidation and bullying.

CMH's employment decisions will be based on reasons related to hospital operations, such as job performance, behaviour, individual skills and experience, and other operation-related factors. CMH prohibits discrimination against any CMH representative on any of the protected grounds as set out in the Ontario Human Rights Code (as amended).

CMH encourages you to report to the appropriate individual situations of workplace discrimination, harassment, intimidation, bullying or other inappropriate conduct as soon as it occurs as it can have adverse effects on our work and work environment. CMH will ensure that complaints are investigated respectfully and on a timely basis while maintaining confidentiality to the extent possible.

Compliance with Laws

CMH is committed to compliance with all applicable laws, rules and regulations.

Raising Concerns and Whistle Blower Policy

Anyone who becomes aware of a violation or suspected violation of the COC has an obligation to promptly report the violation in accordance with the Whistle Blower or other relevant policy. The Whistle Blower policy outlines reporting responsibilities when anyone becomes aware of or suspects a breach of the COC. The Whistle Blower policy also clearly states that no one may retaliate or threaten to retaliate against anyone reporting violations of the COC.

I have read and understand the Cambridge Memorial Hospital Code of Conduct and will adhere to the standards as outlined above.

Signature

Print Name

Date