


Red Lake Margaret Cochenour Memorial Hospital

- POLICY -

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DEPARTMENT: ADMINISTRATION	CATEGORY: HUMAN RESOURCES	POLICY NUMBER: ADM-HR-V-02	
SUBJECT: CODE OF CONDUCT	AUTHORIZATION:  CHIEF EXECUTIVE OFFICER	Distribution: Orientation pkgs: Employee, Residents, Locums, Med Students, Nursing Students	Original: Aug. 93 Revisions: Nov. 2009

PURPOSE

The purpose of this policy is to guide all employees and people associated with the hospital in appropriate conduct.

PREAMBLE

The mission, vision and values of the RLMCMH set standards for respect, dignity and integrity to all members of the hospital community including Board of Governors, employees, volunteers, physicians, students, independent and external contract workers. The code of conduct describes the fundamental principles that guide our behavior. The conduct of everyone employed by or associated with the hospital is expected to be consistent with and fully comply with this code.

We promote an atmosphere of collegiality, cooperation, professional accountability and teamwork within the workplace. We demonstrate empathy, compassion and respect in our interactions with others and we are always courteous and considerate. We make judgments in the course of our work, that are independent of personal interests. We consistently adhere to all policies and regulations of our hospital and our professional associations.

ABOUT THE CODE

WHAT IS THE CODE?

RLMCMH's Code of Conduct sets out six principles, and the key concepts that govern our behavior, in addition to applicable laws and regulations and Hospital policies.

The Code describes the minimum standards of behavior and conduct expected from all members at all times. Compliance with the Code is mandatory. It is a living document, and will grow and change with our organization.

The Code reinforces RLMCMH's commitment to a safe, secure and healthy work environment in which people are respected and valued as equal team members.

WHO DOES THE CODE OF CONDUCT APPLY TO?

The Code applies to all members of the RLMCMH organization, including staff, physicians, volunteers, students and contract employees.

WHAT ARE MY RESPONSIBILITIES?

- ✓ Understand and apply the Code in your daily work interaction.
- ✓ Rely on our internal sense of what is right and consider the impact of our decisions on others.
- ✓ Assume responsibility for our own actions.

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- ✓ Seek assistance if you are confused (i.e. Peers, supervisors/coordinators, our Employee Assistance Program)
- ✓ Report illegal acts or violations of the Code to management.

WHAT ARE MANAGEMENT'S RESPONSIBILITIES?

In addition to complying with the "Principles of Conduct", individuals in management positions have a special duty to assist others in making difficult decisions and in providing direction in reporting violations of the Code or a disregard of the law. They must:

- ✓ Set an example by complying with the Code at all times
- ✓ Create and maintain a work environment that encourages collegiality, cooperation, and professionalism
- ✓ Promote open communication in which issues may be raised for discussion without fear of retaliation

PRINCIPLES OF CONDUCT

DIGNITY PRINCIPLE:

Employees are expected to:

- Respect the dignity of all people to protect the health, safety, privacy and human rights of others; refrain from coercion, harassment, and violence; and adopt practices that enhance human development in the workplace.
- Prevent harassment in the workplace.
- Providing a safe, secure and healthy workplace; protect others from avoidable injury and illness in the workplace.
- Respect the patient's privacy and personal information, respect the privacy of colleagues, and maintain confidentiality for all hospital business.

RELIABILITY PRINCIPLE:

Employees are expected to:

- Honor commitments. Be faithful to your work and follow through on promises, and agreements, obligations.
- Be punctual when reporting to their workplace and must remain in the workplace until their shift finishes. Although we do not encourage employees leaving the workplace, circumstances will arise when an employee chooses to take their meal break outside the Hospital. In these instances, it is the responsibility of the employee to notify their immediate supervisor.
- To provide at least 4 hours notice when unable to work to ensure their shift will be covered.

FAIRNESS PRINCIPLE:

Employees are expected to:

- Deal with all parties fairly and equitably, and practice nondiscrimination in our interaction with others.
- Work as a team equally valued partners considering the unique abilities of one another.

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- Behave in a manner that is just and equitable to all parties; practice non-discrimination, and create an environment free from favoritism and bias.
- Do not retaliate against others who report violations of the law, the Code, or Hospital Policy.

TRUST PRINCIPLE:

Employees are expected to:

- Promote the Hospital's interests in diligent and professional manner.
- Use position and Hospital resources only for Hospital purposes (not for personal gain).
- Safeguard the Hospital's resources and ensure their prudent and effective use; disclose potential conflicts between personal and Hospital interests.
- Advocate for the safety and well-being of our patients.

PROFESSIONALISM PRINCIPLE:

Employees are expected to:

- Practice with collegiality, cooperation and professionalism, and comply with applicable laws, regulations and policies.
- Ensure valid registration, re-certification and credentialing to continue professional practice.
- Assist each other in developing skills and knowledge; create employment opportunities that enhance human development.
- Seek out education and information when required.
- Uphold a character of high-esteem and mutual respect in our interactions with others.

ACCOUNTABILITY PRINCIPLE:

Employees are expected to:

- Make moral and rational decisions and be answerable to our behavior and conduct.
- Participate as a member of the team, seeking input from others when necessary.
- Know and apply the Code, legislation, and policies where applicable.
- Report violations of the Code or illegal acts to the appropriate authority.

COMPLIANCE WITH THE CODE

Code of Conduct reporting:

- ✓ All members of RLMCMH have the right to bring illegal acts or violations of the Code forward without fear of adverse consequences
- ✓ It is expected that individuals will bring issues forward in a sincere and responsible fashion
- ✓ A false or frivolous report with no merit may result in disciplinary action
- ✓ All reports will be handled in the strictest confidence
- ✓ No one will be penalized for initiating inquiries in good faith regarding unethical behavior, or for seeking advice on how to handle alleged violations of health care legislation or the Code.
- ✓ Retaliation for reports made in good faith will not be tolerated

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- ✓ Reporting will be submitted to the supervisor/manager of the department where the violation or unacceptable behavior has occurred. If the conduct being reported involved the supervisor/coordinator, can be reported to the CEO.
- ✓ Management will investigate all alleged violations in a timely manner. Members of RLMCMH have a duty to participate in investigations regarding the Code. Failure or refusal to participate or to provide full and truthful disclosure may result in disciplinary action.

Penalties for Violation:

Violations of the Code may warrant progressive discipline up to and including dismissal/revocation of privileges. Inappropriate behavior will be tracked and monitored. Employees, physicians, volunteers, students and/or contract employees who cannot practice and uphold the "Principles of Conduct" will no longer be part of the RLMCMH team.

I _____ have read the Code of Conduct Policy # ADM-HR-V-02 and agree with this policy.
(Please print name)

Employee's Signature

Date

Supervisor's Signature

Date