

<b>Alexandra Marine &amp; General Hospital</b>	<b>MANUAL: Human Resources</b>	Revision Date: February-26-2019
Approved by: Executive Leadership	<b>Standards for Behaviours of Excellence</b>	Original Date: March-8-2013

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## **POLICY**

The Alexandra Marine and General Hospital has an established code of conduct referred to as Standards for Behaviors of Excellence which defines the personal and professional standards of conduct and acceptable behavior for all people carrying out the assigned responsibilities of the organization at all of its service sites. It is the responsibility of individuals to act in a manner consistent with these standards, and to support this code of conduct by holding others accountable to the standards.

The standards of Behaviours of Excellence will ensure a positive, supportive and safe environment for all patients and clients, and visitors, as well as the employees, physicians, contractors, volunteers, students, auxiliary, foundation employees, and Board members. It is expected that All share in the preserving and enhancing of the organization's values and principles.

To achieve this, all people who carry out assigned responsibilities within the organization will be expected to conduct themselves in a respectful, courteous and professional manner and will be asked to sign a Commitment Agreement that will govern their future conduct and performance.

## **VALUES**

**Be Accountable**

**Be Collaborative**

**Be Innovative**

**Be Honest, Fair and Transparent**

**Be Committed to Quality Improvement and Learning**

**Be Respectful**

### **I. Standards for Personal Behaviour**

1. I will treat others as I would want to be treated.
2. I will show a positive and helpful attitude.
3. I will adhere to the organizational values.
4. I will be honest, trustworthy, reliable, dependable, professional, presentable and punctual in all of my workplace activities.
5. I will collaborate with Leadership by taking direction and correction respectfully and by being an active contributor in offering ideas, suggestions, advice, and constructive criticism in an engaged and respectful manner.
6. I am committed to supporting a working environment free of discrimination and harassment.

### **II. Standards for Professional Behaviour**

It is recognized that there must be rules and regulations to govern the activities involved in the operation of an organization. The following standards have been developed to protect the rights and privileges of you and others. Infraction of the following may be grounds for disciplinary actions up to and including termination, reporting to a professional body, or suspension of privileges.

1. I will present myself in a professional manner at all times.

2. I will conduct myself in a way that respects and safeguards the organization's assets including property.
3. I will perform the work assigned at my designated work location and comply with written or verbal instructions. I recognize that failure to do so may be considered insubordination.
4. I will comply with all policies and procedures, and perform assigned duties to ensure quality of care and personal safety and the safety of others.
5. I will report to Occupational Health all known communicable or infectious diseases which may endanger anyone associated with this organization.
6. I will provide truthful testimony when accidents (including WSIB claims) and incidents are being investigated, providing information in a truthful, open, and honest manner and without compromising the facts.
7. I will show diligence to avoid "Time Theft" at work which is when an employee accepts pay from their employer for work that they have not actually done, or for time they have not actually put into their work.

Examples of time theft is when staff take too much time on their given breaks (i.e. leaving for break early and coming back from break late), or when staff take more breaks in a shift than they are allowed. It is associated with staff who spend parts of their workday making and taking personal calls, or spend time checking and sending email that is non-work related during their paid work time. It is also associated with staff who use technology for non-work related purposes such as browsing the internet spending time on social networking sites, and texting during work hours.

8. I will report all types of absences (such as appointments, or sick time) that will necessitate any absence from the workplace during paid work hours to the in-charge supervisor in my department.
9. I will report for work fit for duty during work time including on-call and not possess any intoxicants while on AMGH property or during working hours.
10. I will provide quality patient care to patients and visitors without any acceptance of personal gratuities including money, and gifts of any nature.
11. I will always ensure a high level of discretion, confidentiality and privacy for those in my care, for my coworkers, and for the organization as a whole.
12. I will not conduct personal business during paid work time.

### Declaration

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please Print in Full, Last Name, First Name)

Affiliation with AMGH: \_\_\_\_\_

I have read and agree to the Standards for Behaviours of Excellence.

Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

Witness Name: \_\_\_\_\_