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Owner	Colleen Cook: Director Human Resources
Area	Human Resources
Applicability	Bluewater Health - Corporate

Code of Conduct

At Bluewater Health, we pledge the following:

Employees and Volunteers will demonstrate compassion and respect in all interactions and will be polite and courteous.

Patients and Families will treat the health care team & others with courtesy and respect.

Professional Staff * will provide excellent patient and family-centered care, show respect and dignity toward all members of our community, honour our patients' right to privacy, comply with all applicable laws and Hospital policies, avoid conflict of interest, and conduct all business and professional practices with honesty and integrity.

Visitors, Students and Vendors/Contract worker will behave in alignment with the Code of Conduct for Staff and Volunteers.

** Professional Staff - Credentialed staff including Physicians, Dentists, Midwives, and Advanced Practice Nurses*

We are committed to providing a climate of mutual respect and a work environment that is free from discrimination and harassment. Employees, Professional staff, Volunteers, students, patients, visitors and contract workers are expected to uphold the Mission, Vision and Values of our organization. Our Code of Conduct is built upon and supported by Bluewater Health's policies related to:

- The Guide for Handling Behavioural Concerns
- Discrimination and Harassment
- Providing a Safe Workplace

- Whistleblower
- Professional Staff Code of Conduct
- Standards of Performance Excellence Code of Business Ethics

In accordance with the Bluewater Health Code of Conduct, I will conduct myself according to the following values-based behaviours. Therefore I will:

Be Compassionate by:

- Providing empathetic Patient and Family-Centered care
- Being supportive and inclusive of others
- Offering assistance to those in need.

Be Accountable by:

- Utilizing resources appropriately
- Being a proud ambassador in ownership of our organization
- Working collaboratively to provide a safe environment

Be Respectful by:

- Demonstrating concern, sensitivity, patience, and fairness toward others
- Using language and actions that promote dignity and respect
- Interacting with others in a considerate, tactful and courteous manner.

Provide Exceptional Service by:

- Creating a welcoming environment
- Using every interaction as an opportunity to demonstrate dedication to those that I serve
- Treating others as I would like to be treated

It is our duty to adhere, without exception, to the principles set forth so that our day-to-day conduct is in harmony with the mission and culture of Bluewater Health. Concerns raised about an individual's behaviour will be addressed through progressive steps from gentle reminders to trespassing notices or dismissal (as applicable to the situation).

Concerns are taken very seriously. The Code(s) of Conduct investigation process is to be used for valid concerns only.

Please refer to the actions steps for handling behavioural concerns outlined on the following pages. Both the Code of Conduct for Employees, Volunteers, Students and Contract Workers (Diagram 1), and Professional Staff Code of Conduct (Diagram 2) address escalating severity, as seen below.

Diagram 1 -

Behavioural concerns about Employees, Volunteers, Students, and Contract Workers are dealt with through the Code of Conduct process listed in this document. (for additional details see flowchart on page 15 of this package)

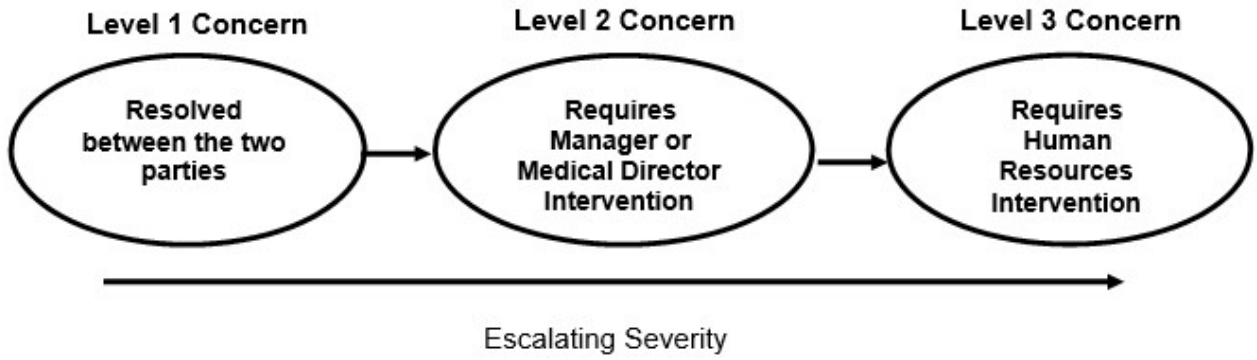
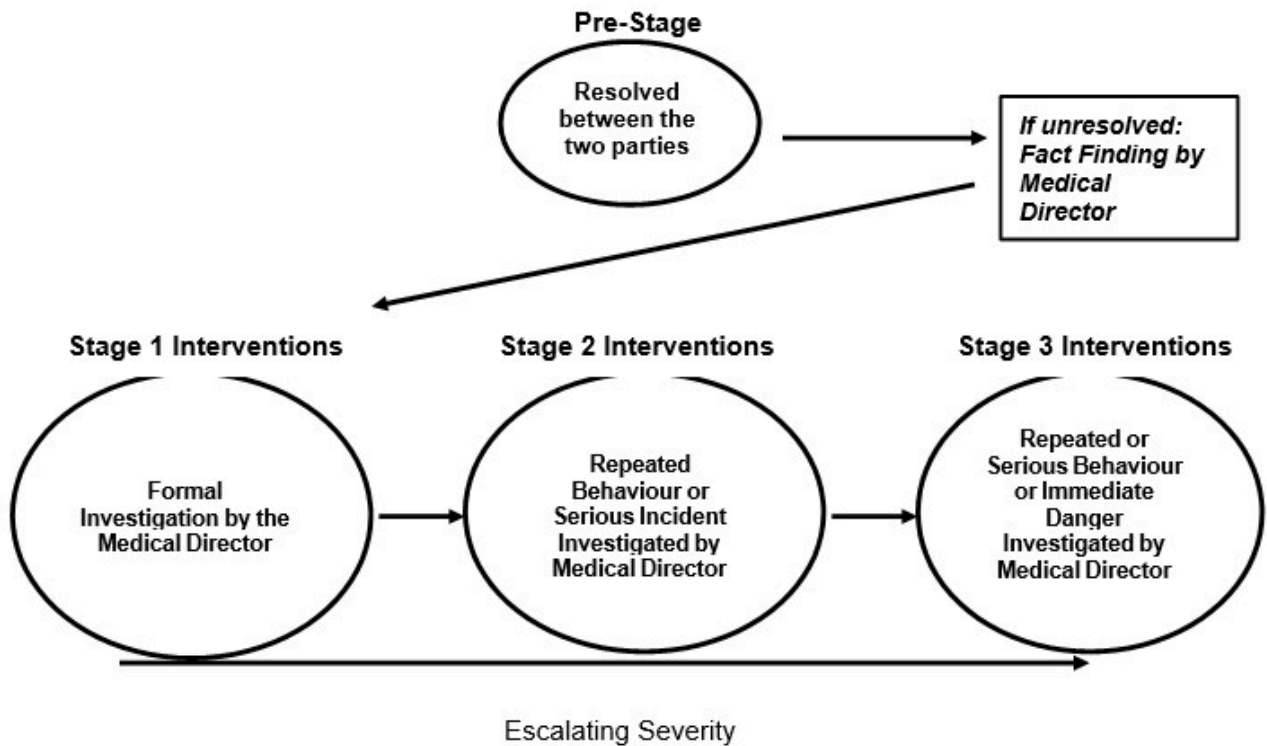


Diagram 2 -

Behavioural concerns about Professional Staff are dealt with through the Professional Staff Code of Conduct. Components of the Professional Staff Code of Conduct are highlighted in this Guide, however for specific details, please refer to the Professional

Professional Staff Code of Conduct see flowchart on page 51 of this package)



Attachments

[Diagram 1 & 2](#)

Approval Signatures

Step Description

Approver

Date

Applicability

Bluewater Health - Corporate

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