



CODE OF CONDUCT

COMPASSIONATE CARE WITH PRIDE AND EXCELLENCE

We demonstrate compassion, honesty and kindness while respecting each person's privacy and dignity.

I make every effort to address each person's needs and wants, treating them with dignity and respect

I show them I care by expressing concern, empathy and taking initiative to assist them in their care, while respecting their right to choice.

When providing service, I acknowledge the patient/resident, introduce myself, provide explanations, set expectations and attempt to provide them with a positive experience. In every interaction

I protect and respect their personal privacy and information privacy.

INDIVIDUAL INTEGRITY, RESPECT AND DIGNITY

We respect each other and recognize that we each bring valuable skills, experience and knowledge to our work.

I bring enthusiasm to the work I do and I perform my job to the best of my abilities.

I acknowledge that body language and tone of voice are as important as verbal communication and am conscious of presenting myself in a professional manner.

I share my knowledge with others and I ask for help if a concern is beyond my knowledge, ability or scope of authority.

I respect, recognize and reward the contributions of others and I respect diversity.

TRANSPARENCY AND ACCOUNTABILITY

We will be responsible for our actions, will be open and honest in our communications and strive to ensure that information provided is timely, relevant and reliable.

I follow all policies and procedures.

I recognize and encourage positive behaviors.

I will accept accountability for my actions.

I smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest.

I wear my name badge at all times while working.

TRUSTWORTHINESS, CONSISTENCY, JUSTICE AND FAIRNESS

We conduct ourselves with the highest standard of personal and professional behavior.

I take responsibility for my work and follow through with all tasks. I show respect by active listening, showing empathy, being considerate.

I can be relied on by patients and co-workers to support excellence in all aspects of care.

I support and recognize positive qualities of the Organization's providers and staff.

I seek to be consistent in my dealings with all patients and staff, treating all individuals fairly but acknowledging their particular needs.

COLLABORATION, COOPERATION AND TEAMWORK

We work together for the care and safety of our patients, residents, community and each other.

I seek to ensure that opinions and concerns of others are heard and acknowledged and respected.

I am a positive member of my team and contribute to its success.

I take personal responsibility for the Organization's successful fulfillment of its mission and goals and stay current with the Organization's communications in order to focus my efforts.

I promote cooperation between departments and look for ways to collaborate and build the organization as a whole.

INNOVATION

I will support continuous improvement in the Organization's processes, facilities and equipment.

I make suggestions for improvement when I see an opportunity.

I recognize that change for improvement is necessary and I actively participate in the change process.

I support building a stronger and more capable organization.

I accept risk and failure are part of the process and that we learn from mistakes to move forward without blame.

I will support the implementation of new technology and processes that have a positive sustainable impact on the effectiveness and/or efficiency of the delivery of care to patients and residents or which supports those providing the care.

I commit to living our Values as outlined in the Code of Conduct.

Name (Signature and Printed Name)

Date