

COMPASSIONATE CARE

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

- ♥ I will make every effort to address each person's needs and wants, treating them with dignity and respect.
- ♥ I will 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/family, introduce myself, provide explanations, set expectations and attempt to provide them with a positive experience in every interaction.
- ♥ I protect and respect their personal and information policy.

TRUSTWORTHINESS AND FAIRNESS

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

- ♥ I take responsibility for my work and follow through with all tasks. I show respect by active listening, showing empathy and by being considerate.
- ♥ I can be relied on by patients and coworkers to support excellence in all aspects of care.
- ♥ I support and recognize positive qualities of the Hospital'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.

INTEGRITY, RESPECT AND DIGNITY

We respect each other and recognize that we each bring valuable skill, 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.

COLLABORATION, COOPERATION AND TEAMWORK

We work together for the care and safety of our patients, 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 Hospital's successful fulfillment of its Vision, Mission and Values and stay current with the Hospital's communications to focus my efforts.
- ♥ I promote cooperation between departments and look for ways to collaborate and build the Hospital as a whole.

TRANSPARENCY AND ACCOUNTABILITY

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

- ♥ I will follow all organizational policies and procedure.
- ♥ I will recognize and encourage positive behaviours.
- ♥ I will accept accountability for my actions.
- ♥ I will smile, make eye contact, greet others and speak in ways that are easily understood and show concern and interest.
- ♥ I will wear my name badge at all times while working.
- ♥ I am 100% accountable for my actions and 100% accountable for what I see and hear in my work environment.

QUALITY IMPROVEMENT

We 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 Hospital.
- ♥ 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 or which supports those providing care.

- ♥ I agree to be **"Fit for Duty"** and understand that this means that I am able to work safely and/or acceptably perform assigned duties without any limitations resulting from, but not limited to: the use or after-effects of illicit drugs, drugs, recreational or medical cannabis, alcohol, and/or medications; the misuse of and/or failure to take prescribed medications; and/or extreme fatigue/stress.

I commit to this Code of Conduct for the Perth and Smiths Falls District Hospital.

Print Name: _____

Signature: _____

Date: _____