

## Code of Conduct - Values in Action

RVH embraces a culture in which all employees, professional staff, faculty, volunteers, students and vendors, work together, respect all, think big, own it and care. A positive, respectful workplace can only be achieved by setting high standards of behaviour and clear expectations to help guide our relationships with our patients and their families – and each other. Our Code of Conduct is entrenched in our values in action.

### **WORK TOGETHER**

***I value the power of teamwork and contributions of others, ensuring patients and their families are partners in their care.***

This means:

- I share what I learn
- I give supportive and constructive feedback
- I ask for and offer help
- I promote a positive and inclusive work environment

### **RESPECT ALL**

***I treat everyone with respect and dignity, recognizing the unique needs of others, valuing diversity and protecting privacy.***

This means:

- I listen, stay focused and respect all perspectives
- I am consistently polite and friendly
- I am honest and transparent
- I acknowledge people and introduce myself

### **THINK BIG**

***I continually seek a better way through a culture of inquiry, innovation and enthusiasm to promote better outcomes, better knowledge, and better health.***

This means:

- I find creative solutions to challenges
- I learn from mistakes and share opportunities for improvement
- I keep an open mind and consider suggestions
- I celebrate success

### **OWN IT**

***I take responsibility for my decisions, actions and the impact they have on others, while committing to the highest level of excellence through outstanding service, safety and quality.***

This means:

- I arrive on time, prepared to work and ensure my ID badge is visible
- I do what I say I will do and document as required
- I work within my full scope of practice; following policies, procedures and best practices
- I communicate in a manner that my message is understood

### **CARE**

***I inspire hope and trust, while treating everyone with compassion, patience and empathy. I have passion for our work and the difference we make in the lives of our patients.***

This means:

- I help make our workplace safe for everyone
- I practice proper hand hygiene
- I ensure that people are given the assistance they need to get to their destination
- I address the needs of others

### **Code of Conduct - Values in Action PLEDGE**

I, \_\_\_\_\_, fully understand and agree to the conditions of the Code of Conduct Values in Action Pledge.

I acknowledge that I have received a copy of the Royal Victoria Regional Health Centre's Code of Conduct Values in Action document. I understand I am accountable for knowing and exhibiting these values.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
ID #

\_\_\_\_\_  
Date