

## Code of Conduct - Values in Action

RVH embraces a culture in which all employees, professional staff, 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