

Code of Conduct

The Royal Ottawa Health Care Group's (The Royal) Code of Conduct applies to all individuals associated with The Royal, from the front line worker to members of the Board of Trustees. In providing safe, quality care to the population we serve, we are all responsible for ensuring that we act in ways that are in keeping with this Code. We do this by understanding and complying with applicable The Royal's bylaws, principles, policies, procedures, standards and any other applicable legislation, guidelines, directives or regulations. The six principles of The Royal's Code of Conduct are:

1. Treat people with respect, compassion, dignity and fairness
 - Treat others as you wish to be treated
 - Show empathy and understanding.
 - Be sensitive to diversity and others' beliefs, culture and background.
 - Be courteous and considerate in our language and actions.
 - Foster healthy relationships with colleagues and others
2. Act ethically and uphold professional standards
 - Communicate clearly in a timely manner.
 - Display sincere, honest and principled behaviour.
 - Recognize and address real, potential or perceived conflicts of interest.
 - Respect the needs of the individual patient/client and the community as a whole.
 - Remember our fiduciary duty is first to patients/clients.
3. Take responsibility for our own actions and expect the same of others
 - Follow through on commitments.
 - Recognize limitations in ourselves and others and support seeking help and guidance.
 - Take responsibility for mistakes and correct and learn from them.
4. Respect confidentiality and privacy
 - Consider how what we say or do may impact our own reputation or that of The Royal.
 - Respect the importance of privacy and disclose information only when necessary to do our work.
 - Refrain from public discussions or comments about confidential information.
5. Provide a safe and healthy environment
 - Take all reasonable precautions to ensure safety.
 - Identify, report and respond to concerns to mitigate risk.
 - Ensure that all individuals are able to equitably access safe care.
6. Support an innovative, creative and collaborative work environment
 - Encourage open discussion and inventive thinking.
 - Provide opportunities for new approaches to care provision.
 - Support change through example.
 - Promote and recognize excellence, innovation and continuous improvement.