

Code of conduct

for Royal Ottawa Foundation for Mental Health Board of Directors

The Royal's Code of Conduct applies to all individuals associated with The Royal, including but not limited to, employees (permanent full time, part time, casual), physicians, registered volunteers, students, contractors, consultants, Committee and Board members. 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 Royal bylaws, principles, policies, procedures, standards values and any other applicable legislation, guidelines, directives or regulations. The Royal's stated values are commitment to collaboration, honesty, integrity and respect. The six principles of The Royal's Code of Conduct are a concrete reflection of these stated values. The six principles are:

1. Treat people with respect, compassion, dignity and fairness

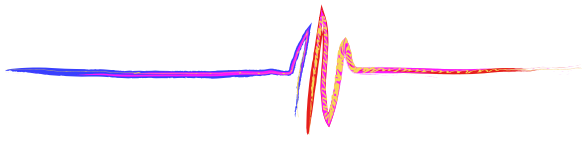
- Treat others as you wish to be treated.
- Show empathy and understanding.
- Be sensitive and respectful of different people's diverse identities related to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
- Be courteous and considerate in language, behaviour, and actions.
- Foster healthy relationships with colleagues and others.
- Learn about and do your best to recognize and address unconscious bias
- Be open to listening and learning about the perspectives of others.
- Be reflective and cognizant of your own perspectives, position and privileges.

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.
- Ensure to apply the principles of Client and Family-Centred Care.
- 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 as well as correct and learn from them.



Code of conduct CONTINUED

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 and a healthy environment for clients and staff.
- Identify, report and respond appropriately to concerns, including anything pertaining to human rights violations under the Ontario Human Rights Code, to mitigate risk.
- Ensure that all individuals are able to equitably access care that is psychologically, culturally and physically safe

6. Support an innovative, creative and collaborative work environment

- Encourage open discussion and inventive thinking.
- Provide opportunities for new, diverse and inclusive approaches to care provision.
- Support change through setting an example of an open, inclusive and humble mindset.
- Promote and recognize excellence, innovation and continuous improvement.
- Meaningfully engage the service user (clients and families) in everything you do.