



BOARD OF DIRECTORS

POLICY NO. 11

CODE OF ETHICS

All Renfrew Victoria Hospital Board of Directors and lay committee members who sit on Board Committees are expected to be familiar with the Code of Ethics and adhere to this code as set forth in the Code of Ethics, General Administrative Policy No. 68.

AMENDMENT

This policy may be amended by the Board.

APPROVED BY: BOARD OF DIRECTORS

DATE: NOVEMBER 29, 2012; REVIEWED MAY 2017; MARCH 2021



ADMINISTRATIVE POLICY

GENERAL POLICY NO. 68

CODE OF ETHICS

The Board of Directors, Management and Staff of the Renfrew Victoria Hospital adopts the Canadian College of Health Service Executives' Standards of Ethical Conduct in its entirety as follows:

PREAMBLE

In fulfilling their responsibilities, RVH management and staff serve as moral agents. Every management decision affects the health and well-being of individuals, organizations and communities, therefore management and staff must assess the consequences of their decisions and actions and accept responsibility for their results. As moral agents, RVH management and staff must speak out and strive for the most ethical course of action, both by themselves and by the organizations they lead.

All members of RVH are required to comply with the Standards of Ethical Conduct and follow their professional code of ethics. All members must also respect the patient declaration of values (Appendix A). The Mission, Vision and Values of the Renfrew Victoria Hospital (Appendix B) also guide ethic decisions.

ETHICAL PROBLEMS AND DILEMMAS

1. Responsibilities to Individuals

RVH Board of Directors, President and Chief Executive Officer, Management and Staff shall:

- Be exemplary, courteous and tactful in all interactions.
- Ensure the communication of rights, responsibilities and information to foster informed decision-making.
- Respect the customs and beliefs of others, consistent with the mission of the organization.
- Respect the confidentiality of information, unless it is in the public interest or required by law to divulge information or with the informed consent of the patient.
- Promote competence and integrity with individuals associated with the organization.

2. Responsibilities to the Organization

RVH Board of Directors, President and Chief Executive Officer, Management and Staff shall take a leadership role to ensure the organization:

- Serves the public interest in an ethical fashion.
- Strives to provide quality services.
- Communicates truthfully and avoids misleading or raising unreasonable expectations in others.
- Uses sound management practices and ethical use of resources.
- Promotes public understanding of health and health services.
- Conducts inter-organizational activities in a cooperative way that improves community health.

3. Responsibilities to Community and Society

RVH Board of Directors, President and Chief Executive Officer, Management and Staff shall:

- Abide by the laws of government, but seek changes by lawful means where needed.

- Contribute to improving the health of Canadians, including participating in public dialogue and recommending actions to enhance health and better health services.
- Strive to identify and meet the health needs of the community within the resources available and the mission of the organization.
- Consider the effects of management decisions on the community and society.

4. Responsibilities t the Work Environment

RVH Board of Directors, President and Chief Executive Officer, Management and Staff shall:

- Promote ethical conduct and best practices for discussing addressing ethical issues and concerns.
- Promote a healthy work environment that is safe and harassment-free, and that stimulates and makes the best use of employee skills, knowledge and experience.
- Promote a safe environment for disclosure of ethical issues.

5. Conflict of Interest

- Conflict of interest exists when RVH Board of Directors, President and Chief Executive Officer, Management and Staff uses position, authority or privileges information to:
 - Obtain an improper benefit, directly or indirectly, or
 - Obtain an improper benefit for a friend, relative or associate, or
 - Make decisions that will negatively affect the organization.

- RVH Board of Directors, President and Chief Executive Officer, Management and Staff shall:
 - Conduct all relationships in a way that assures those affected that decisions are not compromised by a conflict of interest.
 - Disclose to the appropriate authority any direct or indirect personal or financial interest, or appointment or election which might create a conflict of interest.
 - Neither accepts nor offer personal gifts or benefits with the expectation or appearance of influencing a decision.

The above is in addition to and does not in any way replace professional responsibilities of regulated professional as defined clinically by their respective code of ethics.

Adopted from the Canadian College of Health Leaders Code of Ethics.

RESOLUTION

THIS POLICY ESTABLISHED BY THE MANAGEMENT COMMITTEE ON MARCH 30, 2004 & REVISED SEPT. 15, 2010; REVISED OCT. 30, 2012; FEBRUARY 2017; FEBRUARY 2021



Julia Boudreau, President & C.E.O.

PATIENT DECLARATION OF VALUES/EXPECTATIONS

EXPECTATION	AS A PATIENT YOU HAVE THE RIGHT...	AS A PATIENT YOU HAVE A RESPONSIBILITY TO...
PRIVACY	<ul style="list-style-type: none"> • To privacy, confidentiality and security of your personal health information. • To access your Medical Record. 	<ul style="list-style-type: none"> • Respect the privacy of others.
QUALITY/SAFETY	<ul style="list-style-type: none"> • To excellence in the delivery of safe and high quality patient care services in a safe, accessible environment free of discrimination, harassment or abuse. 	<ul style="list-style-type: none"> • Recognize that needs of others may sometimes be more urgent than your own. • Express opinions positive or negative about your healthcare experience. • Recognize your role in patient safety and safety of others.
RESPECT	<ul style="list-style-type: none"> • To be treated with dignity, courtesy and respect 	<ul style="list-style-type: none"> • Respect and adhere to hospital policies. • Treat healthcare team members, other patients and families with dignity, courtesy and respect.
PATIENT FOCUS	<ul style="list-style-type: none"> • To have access to reliable and current information about your health care options. • To actively participate in decision-making/planning regarding diagnosis, treatment and discharge planning pertaining to your health care. • To have informed choices outlined in terms you understand 	<ul style="list-style-type: none"> • Identify a spokesperson or provide a Power of Attorney in the event you cannot make decisions for your care. • Ask questions and share relevant and accurate information with health care providers. • Make informed choices to consent or refuse treatment accepting responsibility for those decisions.



Mission, Vision and Values

MISSION:

To provide the best possible health care experience for our patients and their families.

VISION:

Renfrew Victoria Hospital will be a model of excellence in health care.

VALUES:

Quality

We are committed to continuously improving the quality of health care we provide.

Safety and Wellbeing

We make every effort to support the safety and wellbeing of all individuals within our environment.

Leadership and Accountability

We champion innovation and collaboration to anticipate and respond to the changing needs of our community in a fiscally responsible manner.

We foster a culture of ownership, innovation and teamwork that promotes resiliency.

Respect

We respect the rights, dignity, diversity and values of each individual. We believe patients/caregivers should be active participants in their care.

Engagement

We value the contribution of each individual and our community partners in the organization.