Nursing Student Orientation

Code of Conduct
and Preventing Workplace Violence
CODE OF CONDUCT: OUR COVENANT

We commit to treating patients and staff in a dignified manner that conveys respect for the abilities of each other and a willingness to work as a team of equally valued partners.

We promote an atmosphere of collegiality, cooperation and professionalism.

We demonstrate empathy, compassion and respect in our interactions with others and are always polite and courteous.

We consistently adhere to all the rules and regulations of our organization.

We wish to be held accountable for our commitment and we expect the same dedication from all members of our organization.
There is no place for Workplace Violence or Workplace Harassment in our work environment and HDGH considers the safety of our staff, physicians, volunteers, contract staff, students, patients and visitors paramount.

We have a zero tolerance policy for workplace violence. What this means is that all concerns brought forward will be considered seriously and followed through with appropriate action.
As defined in the Occupational Health & Safety Act (OHSA)...

**Workplace Violence is:**

- The exercise of physical force by a person against a worker in the Workplace that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker in the Workplace that could cause physical injury to the worker;
- A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against the staff member/physician, in the Workplace, that could cause physical injury to the worker.

**Workplace Harassment is:**

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known-or ought reasonably to be known to be unwelcome.
When there is an incident of Workplace Violence

1. Ensure that everyone is safe.

2. If there is an immediate threat of danger call a CODE WHITE, by dialing 3333 and speaking to the hospital operator.

3. If anyone needs medical attention, seek first aid or call 911.

4. Once things are de-escalated report all injuries to your supervisor.

5. If you are a victim of workplace violence or harassment or you witness an incident of workplace violence or harassment you have a duty to report it under our policies. The first person to tell is your Instructor and immediate supervisor/manager. If you can’t talk to him/her call Sheri McGeen in Occupational Health & Safety (ext. 73306) or Mary Benson-Albers in Human Resources (ext. 74151). Other people you can talk to include the Safe Workplace Advocate, your Director, your union representative.
What about behaviour that does not meet the definition of Workplace Violence but is still unacceptable?

- If the behaviour you are concerned about is not workplace violence but it is inappropriate according to our Code of Conduct, report it to your immediate supervisor/manager. **Inappropriate behaviours are not acceptable from patients, co-workers, visitors, physicians, students or anyone in our workplace.**

- **HDGH** recognizes that providing life-saving care and supporting others to provide such care, to the most vulnerable in society, can be stressful and even over-whelming. Sometimes people choose to react to these stresses with less than professional behaviour. **Those that display behaviour in breach of our Code of Conduct must be held accountable.**
Corporate Philosophy on Conflict

• It is best to resolve all matters as close to the point of origin as possible.

• Staff should feel free to come forward with concerns regarding behaviour in an environment that is free from retaliation or retribution.

• We believe in a de-escalated approach to conflict resolution that encourages the parties involved to talk to each other.
Corporate Philosophy on Conflict cont’d…

• All employees have a responsibility to contribute to a safe working environment.
• All employees MUST bring forward information relating to situations in the workplace that may result in violence and/or involve inappropriate conduct.
• Supervisors/Managers MUST address concerns and respond to incidents when they are made aware of them.
• Safe Workplace Advocate, Human Resources and Occupational Health and Safety can all assist with difficult situations.
If you experience inappropriate behaviour what should you do?

1. If the behaviour you experience is not violent and you are not in immediate danger, are you comfortable enough to talk to the other individual to try to resolve the situation? If so, express your concerns and look for resolution.

2. If you are not comfortable handling the situation on your own, seek assistance from your supervisor or manager.

3. If the individual you are experiencing difficulty with is your supervisor/manager, talk to your Director, the Director of Human Resources (ext. 74151), the Director of Occupational Health & Safety (ext. 73306), or the Safe Workplace Advocate.

4. Parties will work together to determine the most appropriate resolution. It is important to hear from both sides and to make sure the situation is addressed appropriately.

5. Resolution can take different forms. For example education and/or facilitated discussions might be used to repair relationships, mediation; independent fact finder or disciplinary action may be necessary to address inappropriate behaviours.
Complaints regarding the Code of Conduct can more often be resolved or addressed through a more informal process.

It is very important that staff feel free to come forward with concerns or allegations about workplace violence, workplace harassment or breaches of our Code of Conduct. If you feel like you are being “punished” or treated badly by anyone in the workplace because you have come forward with a concern, report it immediately and it will be addressed by Human Resources.

Complaints about workplace violence, workplace harassment or a breach of the code of conduct that are brought forward with false or frivolous motives may be dealt with through disciplinary action.
Where can I find more information?

- Code of Conduct and Prevention of Workplace Violence – Process Flow (see PDF file)
- Full Policy & Procedure available on the HDGH Intranet
- Occupational Health & Safety Department at HDGH ext. 73306 or 74105
- Human Resources at HDGH ext. 74151 or 73023