



Prince George Hospice Society
Code of Conduct
2020-2021 Edition



Practicing the Values of Hospice

Vision, Mission, and Values

Vision

Leading excellence in Hospice Care

Mission

Our compassionate staff and volunteers provide specialized Hospice Care to meet the needs of the person, families, and community through bedside care, outreach, grief support and education.

Values

Compassionate Loving Care

Fostering personal relationships through patience and understanding

Courage

Nurturing a courageous, supportive environment

Diversity

Celebrating our diversity by honouring cultural differences

Dignity

Conducting ourselves in an honest and respectful manner

Integrity

Taking personal responsibility for superior care delivery

Collaboration

Cultivating collaborative partnerships to provide quality end-of-life care

Code of Conduct

Whom this Conduct Applies

The Code of Conduct pertains to all stakeholders of the Prince George Hospice Society (PGHS), including the Board of Directors, executives, employees, visitors, guests, and contractors of the PGHS, inclusive of medical professionals, volunteers, students, and vendors. To foster an environment that adheres to our values, it is the responsibility of everyone associated with the PGHS to hold themselves and others to the Code of Conduct, which will be posted in conspicuous locations in all work sites.

Purpose and function of the Code of Conduct

The Code of Conduct is a supporting document with the intent to guide Hospice Team Members' behaviour. Hospice Team Members include Hospice staff, volunteers, and those providing services at the Society. The Code is structured around Hospice's Vision, Mission, and Values to define the organizational culture and practice norms expected to achieve the vision of excellence. Furthermore, the Code is essential for evaluating if the values are being practiced and discerning when they are not.

Leadership Responsibility

While the Code applies equally to all team members at the PGHS, our management staff will act as role models promoting the highest standard of integrity and values. Managers ensure staff understand the Values and what is expected of them. Management will foster an environment that is safe and encouraging for individuals to raise concerns about suspected policy or law violations while ensuring that they are not subsequently subjected to retaliation. Management is responsible for acting quickly and appropriately when a potential breach of policy or law arises.

Rights and Responsibilities of all team and community members associated with the Society

Hospice Team Members have the right to a safe and accepting work environment; they have the right to feel respected and supported by their team. Individuals have the right to be free from discrimination and harassment of all types and be free from reprisal when lodging a complaint.

Confidentiality Declaration

I hereby affirm that my position as an employee or volunteer with the Prince George Hospice Society is of a strict confidential nature. I agree that any knowledge gained as a result of my position or my presence within the Hospice Society is, and will remain, confidential. I will exercise care and diligence that the information provided to others is only the information they are entitled to. I will adhere to the Privacy Policies established by the Society in accordance with the Personal Information Protection Act (PIPA) and Freedom of Information and Protection of Privacy Act (FOIPPA).

Our Values in Action

Guiding Hospice Team Member's behaviour in their everyday activities at Hospice and within the Community.

Compassionate Loving Care

Practice self-care and self-reflection to have the capacity to care for others.

Recognize others' uniqueness and greatness and appreciate others' differences.

Strive to encourage relationships within all areas of Hospice.

Remember, you are working with people, not problems.

Understand all Hospice activities are integral in fostering compassion in our community and the Society.

Courage

Be courageous to have open conversations and speak up if needed.

Deliberately engage with team members with whom you are less familiar.

Know that your team members are there to support you, and you are a support for your team.

Think outside the box. Stay open-minded when others present new methods.

Bolster courage through mentorship, education, and support for others and yourself.

Base your actions on what is ethical and supportive for the Society.

Diversity

Exceed the expectations of those we serve.

Look for opportunities to celebrate the diversity of your team.

Understand the diversity in our community relating to different cultures, grieving styles, funerals, and ceremonies.

Dignity

Conduct yourself in a gracious, professional, and honourable way.
Be mindful of the environment and adjust your behaviours accordingly.
Respect your team members as individuals as well as supportive partners.
Honour the privilege of helping people die and grieve.
Allow the work to humble you.

Integrity

Be confident in what you are doing; if you are not, ask for help.
Be self-aware of how your actions influence your environment.
Practice the philosophy of, "What can I do today to ensure the best possible outcome in service?"
Base your actions on what will be best for the team.
Be attentive to your team members and be supportive of their needs.
Be responsible for your actions and intentions.
Be professional and provide superior care.

Collaboration

Communicate important updates with everyone in the Society.
Nurture a compassionate community by continuing to care for all those around us.
Look for opportunities to collaborate.
Stay within your scope of practice. If something arises outside of your scope, call on the appropriate team member to help you care for people.
Work synergistically with your team; the group's outcome is greater than the sum of the individuals.

Conflict and Incidence

Conflict Resolution between Individuals

When a conflict between team members arises, individuals are responsible for addressing the behaviour before making a formal report. Individuals should feel confident that their Team Members are approachable and open to a conversation regarding workplace behaviours and attitudes, expecting that the one identifying the action will also be open and respectful during conversations. Below are examples of types of behaviour and how to navigate challenging conversations.

Positive Communication Examples:

- Think about what you are going to say before you speak and the consequences of those words.
- Keep an open mind. Do not make assumptions about what someone has said; ask questions if it is not clear.
- Discuss issues rather than argue. Discuss the topic at hand, leaving the extraneous and irrelevant information behind.
- Find the opportunities to praise or say a kind word.
- Respect the feelings of others. Everyone experiences the world through their lens.
- Refuse to discuss the shortcomings of others.
- Use neutral language; avoid blaming language.

Tips for managing difficult situations:

- Approach a person when you are feeling calm.
- Stay focused on the problem behaviour, not the person.
- Be respectful in your approach; avoid confrontation.
- Use an "I" message. Let the person know how the behaviour has affected you.
- Clarify your understanding of the person's position.
- Stay focused on the facts.
- Take responsibility for any contributions you have made to the problem.
- Manage your emotional response, stay calm.
- Ask for a "time out" if the situation escalates, respect "time out" requests.
- Be cognizant of your posture, voice volume, and presentation.

If you cannot resolve the problem, seek Human Resources staff assistance as they have specialized training in conflict resolution.

What to say when addressing rude or disrespectful behaviour:

- "It sounds like you are having a bad day. Can I help you in any way?"
- "You may not be aware of it, but you sounded a bit abrupt when you spoke to that guest."
- "I am uncomfortable with how you said that to me."
- "I would rather not talk about our co-workers behind their backs. Can we change the subject?"
- "Can we agree to disagree on this?"

- "When you speak to me in that tone of voice, I feel you don't respect my opinion."
- "It sounds like you have a serious concern. It might be helpful to speak to your Supervisor, Manager or Union Rep about it."
- "I think we may need to get someone to help us with this issue."

Adapted from: St. Mary's Code of Conduct. Workplace Conduct and Employee Practices. 2014-2015.

Complaint/Report and Investigation Procedure:

Examples of inappropriate behaviour include:

- Comments that are insulting, hurtful, disrespectful or rude
- Discussing workplace conduct, concerns, and conflict in front of others, including social media (e.g., Facebook, Twitter, etc.)
- Verbal abuse, including swearing, insults, condescending remarks, sarcastic language, and malicious gossip
- Bullying, belittling, undermining, coercion, and professional humiliation
- Willful damage to Prince George Hospice Society, including banging, kicking or throwing equipment
- Use or sale of illegal drugs on Prince George Hospice Society property
- Sabotage or theft
- Violations of clinical practice
- Sexual abuse/harassment

Informal Resolution

1. A person covered by this policy who believes s/he has been subject to or has observed bullying/harassment and/or discrimination is encouraged to approach the Respondent, informing them of their discomfort with the behaviours and asking the Respondent to stop such behaviours.
2. If the Bullying/Harassment or Discrimination does not stop or the Complainant is not comfortable speaking with the Respondent directly, the Complainant must complete a written complaint or verbally report the matter to the Executive Director. Where the issue is with the Executive Director, the report/complaint should be made to the Chair of the Board of the Society.

Formal Complaint or Report

3. A formal complaint or report may be made either orally or in writing but should be made as soon as possible as outlined below, and no later than six (6) months following the last incident of bullying/harassment or discrimination.
4. The Executive Director may decide to investigate the complaint, delegate it to another senior staff to investigate or depending on the nature of the complaint, retain an external investigator's services.
5. The investigator shall keep a record of all their interviews and produce a report setting out the nature of the complaint, the investigation process, the conclusions about facts, and a statement as to whether the facts, as found by the investigator, amount to a violation of this policy.
6. If the complaint is established, appropriate remedial, corrective, and/or disciplinary action will be taken. The remedial measures may include education, training, or formal corrective or disciplinary action.

Retaliation

Retaliation of any kind against any person covered by this policy who in good faith makes or files a report or complaint of bullying/harassment or discrimination will not be tolerated.

Frivolous or Malicious Complaints

Complaints or reports of bullying/harassment and/or discrimination are serious matters. Persons who are found to have made frivolous, vexatious, or malicious complaints of bullying/harassment and/or discrimination, may be subject to disciplinary or corrective action.