

# ***Algoma Public Health's***

## ***Code of Conduct***



**February 2021**

*(with COVID-19 updates)*

***Together, we can....***

Algoma Public Health is committed to its values of excellence, respect, accountability, transparency and collaboration. As part of this commitment the APH Code of Conduct was established. The Code's purpose is to ensure that we, as members of Algoma Public Health, work in a safe, courteous and friendly environment and that we nurture a culture of integrity and respect.

***Together, we can*** build an environment that is respectful and enjoyable for all who walk through our doors and who we interact within the community.

Thank you for your commitment to Algoma Public Health and the health of all the communities with in the Algoma district.

## **INTRODUCTION**

Algoma Public Health's (APH) Code of Conduct (the Code) clearly outlines the behaviours expected of us as members of APH (members of APH is defined as all staff, leadership, volunteers, student placements, contractors, consultants, the board of health, and others who may provide services for APH), as well as behaviours that are inappropriate and the consequences when there is a violation of the Code.

To help ensure the Code's purpose is sustained, all members of APH will adhere to the Code. APH has established policies and procedures that enable any member of APH to report violations of the Code without fear of reprisal, (Respect in the Workplace 01-04-125 and Employee Complaints and Concerns 01-04-185).

The Code's standards of conduct on the following page will help ensure an enjoyable work environment where all feel safe and respected resulting in optimum client service and positive employee engagement.

Nothing in this Code is meant to conflict with APH's obligations to its employees under its various collective agreements or employment contracts. Similarly, some employees may have professional obligations and should seek clarification from both their manager and their professional college or association with any perceived concerns.

This policy will be reviewed and if necessary, updated annually.

## **THE CODE**

### **As a member of APH, I will:**

1. Treat all my fellow members, clients and community partners with courtesy, respect and integrity.
2. Promote a safe, secure, collegial and healthy workplace.
3. Ensure all my communications, verbal, non-verbal or written, are respectful.
4. Commit to maintaining a work environment that is free from discrimination, bullying, and harassment of any kind based on the protected grounds in the [Ontario Human Rights Code](#), including age, ancestry, race, colour, religion, creed, sex, ethnic or place of origin, citizenship, marital or family status, sexual orientation, gender identity, gender expression, and disability.
5. Attend work, client appointments, meetings punctually and return from my breaks on time.
6. Present myself in a professional manner including appropriate dress and personal appearance in keeping with APH dress code and the nature of the work I perform and the public image of APH I represent.
7. Provide safe, quality care and services with professional competence and high ethical standards to the individuals and communities we serve.
8. Respect and protect the privacy and confidentiality of all individuals and information subject to relevant legislation, professional standards, and APH policies.
9. Act honestly and responsibly avoiding conflicts of interest.
10. Protect APH's physical and electronic assets.

11. If I am sick, I will stay home and avoid close contact with others. I will not come to work if I am sick.
12. Adhere to any work practice changes that are communicated.
13. Follow virtual meeting best practices and etiquette – see guide on pages 12-14.
14. When attending virtual meetings I will have my camera on at all times.
15. If there is something in this Code that I do not understand, I will ask my manager for guidance and support.

**During the COVID-19 pandemic, I will:**

16. Complete the COVID-19 daily self-assessment questionnaire before coming to work and call the HR sick line when necessary.
17. Practice physical distancing by staying two metres apart from others e.g., in elevators, stairwells, hallways and when transporting clients.
18. Wash my hands, use proper cough, sneeze etiquette, and avoid touching my eyes, nose or mouth.
19. Wear the proper personal protective equipment (PPE) when required.
20. When working from home have a designated workspace and APH work that is confidential in nature will be protected at all times and conducted in a manner that does not compromise the confidentiality of clients or agency work.

**ROLES AND RESPONSIBILITIES**

All members are responsible for:

- i. Understanding and applying the Code in all interactions.
- ii. Assuming ownership and accountability for their own behaviours and actions.

- iii. Speaking directly to members in a confidential, constructive and professional manner to address any issues when their behavior is inconsistent with the Code.
- iv. Reporting inappropriate behavior in writing to their manager or other appropriate leadership when unable to resolve issue directly.
- v. Co-operate fully in any investigation.

Leadership is responsible for:

- i. Leading by example by understanding and complying with the Code.
- ii. Encouraging, expecting, and valuing all member's compliance of the Code.
- iii. Sustaining a work environment that is enjoyable, collaborative and professional.
- iv. Explaining and assisting all members of APH in applying the Code.
- v. Being proactive in preventing and responding to violations of the Code.
- vi. Providing support to those who report violations of the Code.
- vii. Investigating reports of Code violations in accordance with the Respect in the Workplace 01-04-125 and/or the Employee Complaints and Concerns 01-04-185 policies.
- viii. Monitoring and enforcing compliance with the Code by confirming on the stAPH portal that you have read the Code. By confirming on the stAPH portal it is implied that you understand and agree to comply with the Code.

## **INAPPROPRIATE BEHAVIOUR EXAMPLES**

- ◆ Comments and/or actions that are perceived as insulting, hurtful, disrespectful, or rude this may include non-verbal behavior or body language that is offensive.
- ◆ Spreading rumours or gossiping about an individual.
- ◆ Personal activities such as checking personal cell phone and social media sites other than during breaks and lunch.
- ◆ Posting inappropriate comments on social media regarding employees, leadership, volunteers, student placements, contractors, consultants, the board of health, and others who may provide services for APH.
- ◆ Threatening or abusive language or actions.
- ◆ Sending threatening/toxic emails and/or encouraging others to do so.
- ◆ Profanity or similar offensive language.
- ◆ Physical behavior including yelling that is perceived as threatening, intimidating, or unwelcome.
- ◆ Conversations that are distracting to my colleagues.
- ◆ Comments or actions that violate the [Ontario Human Rights Code](#).

## QUESTIONS TO HELP CLARIFY THE APPROPRIATENESS OF BEHAVIOURS/COMMENTS

- ◆ Does the behaviour/comment align with APH's values of excellence, respect, accountability, transparency and collaboration?
- ◆ Does the behaviour/comment align with the values and regulations of my profession or discipline?
- ◆ Would I feel insulted or intimidated if I was on the receiving end of the behaviour/comment?
- ◆ Can I ethically or legally justify the behaviour/comment?
- ◆ Could the behaviour/comment negatively impact the reputation of APH?
- ◆ Does the behaviour/comment attempt to deceive or actually deceive anyone?
- ◆ Is this how I would like to be treated or spoken to?





## **PROCESS FOR DEALING WITH CODE VIOLATIONS**

APH has established policies and procedures, (Respect in the Workplace 01-04-125 and Employee Complaints and Concerns 01-04-185) that enables all members of APH to safely report Code violations, illegal or unethical actions, without fear of reprisal.

Members of APH are encouraged to first speak directly and respectfully to the person in a timely manner when the behavior is inappropriate.

Any acts of reprisal against any member of APH who reports a violation will not be tolerated and will result in disciplinary action up to and including dismissal.

If a member of APH is:

- ◆ uncomfortable speaking directly to the person because of the nature of the violation; or
- ◆ unable to resolve the situation; or
- ◆ the behavior persists,

the member of APH can:

- ◆ ask assistance from their manager to help resolve the situation or
- ◆ file a Complaint/Concern Form.

Investigations of potential breaches of the Code will be handled in a confidential, respectful manner. All potential breaches of the Code will be treated seriously and if necessary, appropriate disciplinary action in accordance with the Progressive Discipline 01-04-065 policy will be taken, which may include, but not limited to training, coaching, warnings, discipline, or dismissal.

## **COMPLIANCE**

Compliance with the provisions of the Code is a condition of employment for all employees and leadership and a condition of continued participation at APH by volunteers, student placements, contractors, consultants, the board of health, and others who may provide services for APH. Contravention of this Code may result in disciplinary action including dismissal or termination of the contractual relationship.

The Medical Officer of Health/ Chief Executive Officer (MOH/CEO) with assistance from the Director of Corporate Services will ensure, as far as possible, that all members are aware of and comply with the Code.

This assurance includes the following:

- i. Posting of the Code on the APH website.
- ii. Distribution of the Code to all members of APH.
- iii. Overseeing the administration of professional development activities related to the Code.



## **REFERENCES**

[Respect in the Workplace \(Workplace Harassment\) 01-04-125 policy](#)

[Workplace Violence Prevention Program 01-08-130](#)

[Employee Complaints and Concerns 01-04-185 policy](#)

[Progressive Discipline 01-04-065 policy](#)







[Complaint/Concern Form](#)








[Code of Conduct Compliance Form](#)







[Ontario Human Rights Code](#)

# Zoom Meetings – Etiquette and Best Practices

Your Algoma Public Health Zoom account is an APH asset and is not to be used for personal use. Here are some great tips on etiquette and best practices for you and your participants when joining a Zoom meeting. We hope these help you get the best out of your experience!!

BEFORE THE MEETING		
	Test Your Technology	Test all your technology <i>(including camera/video, Wi-Fi, and screen sharing if you are the host or presenter)</i>
	Practice Speaking to the Camera and Not the Screen	Our tendency is to look at the person on the screen, but you should look at the camera when you speak so the audience feels like you're talking directly to them.
	Dress Appropriately	Take a few minutes to throw on a clean shirt and brush your hair. The best part of actually getting ready while working remotely is that you'll put yourself in the right headspace to be productive.
IF YOU ARE HOSTING		
	Be Prepared	Review your agenda and presentation
	Make time for Casual Conversation	Before and/or after the meeting; <i>Including a few minutes of friendly interaction before diving into a meeting can really build the necessary rapport for a successful session—and keep the team engaged when the conversation jumps to business talk.</i>
	Be Aware of Your Surroundings	Adjust your work setup so that you face a window or are exposed to plenty of light. And make sure your background is professional and work appropriate!

	<p>Introductions</p>	<p>If you have one or more guests, introduce everyone at the start of the meeting/session.</p> <p>Ask all participants to put their video/camera on. It is expected you are present with camera on for the duration of meeting.</p>
<p>IF YOU ARE PARTICIPATING</p>		
	<p>Speak Up Upon Entry</p>	<p>When you enter a small meeting (around 2 to 5 people) announce yourself when you join.</p> <p>Just make sure not to interrupt someone mid-sentence.</p>
	<p>Be Attentive</p>	<p>Don't stare at your phone while other people are presenting, be attentive and present.</p>
	<p>Silence Your Phone</p>	<p>Turn off all notifications and make sure your cell phone is on silent</p>
	<p>Don't Type in the Background</p>	<p>Leave your keyboard alone</p> <p>Unless you want to ask questions and make comments silently if desired using the "Chat" feature. In this case make sure your microphone is muted.</p>
	<p>Be Respectful – Raise Your Hand</p>	<p>Don't interrupt other people when they're speaking (or attempt to speak over them)</p> <p>If you want to speak, physically raise your hand or use the "raise hand" feature that is available in the participant panel.</p>
	<p>Mute Yourself</p>	<p>Mute your microphone when you're not talking. This will help eliminate any feedback or background noise that can be heard in your environment.</p>

	<p>Don't Multitask</p>	<p>Don't work on other tasks (like checking email) during the virtual meeting</p> <p>It may be tempting to check your inbox or carry on a side conversation during a dull moment in a meeting, but don't do it! You might miss out on key information or an opportunity to give input</p>
	<p>Stay Seated and Stay Present</p>	<p>If you're using your webcam, use attentive body language: sit up straight, don't make big extraneous movements, and don't let your eyes wander too much.</p>
<p><b>QUICK DO's AND DON'Ts</b></p>		
	<p>9 <b>Do's</b> of Video Conferencing Etiquette</p>	<ol style="list-style-type: none"> <li>1. Do keep your camera on</li> <li>2. Do be courteous to other participants</li> <li>3. Do speak clearly</li> <li>4. Do keep body movements minimal</li> <li>5. Do move and gesture slowly and naturally</li> <li>6. Do maintain eye contact by looking into the camera</li> <li>7. Do dress appropriately</li> <li>8. Do make the session animated</li> <li>9. Do be yourself and have fun!</li> </ol>
	<p>8 <b>Don'ts</b> of Video Conferencing Etiquette</p>	<ol style="list-style-type: none"> <li>1. Don't make distracting sounds</li> <li>2. Don't shout</li> <li>3. Don't make distracting movements</li> <li>4. Don't interrupt other speakers</li> <li>5. Don't carry on side conversations</li> <li>6. Don't wear "noisy" jewelry</li> <li>7. Don't cover the microphone</li> <li>8. Don't video conference and drive</li> </ol>
<p><b>SOME OTHER GREAT RESOURCES</b></p>		
	<p>Top 10 Tips for Good Zoom Hygiene and Etiquette - <a href="#">CLICK HERE</a></p>	
	<p>Zoom Tips - <a href="#">CLICK HERE</a></p>	

# Together we can...



*Algoma*  
**PUBLIC HEALTH**  
Santé publique Algoma

## Vision Mission & Values



### Vision

Together, we create and sustain healthy communities.

### Mission

Together with our communities, Algoma Public Health is a leader in promoting and protecting health and well-being.

### Values

Excellence  
Respect  
Accountability & Transparency  
Collaboration

