

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

## ***Code of Conduct***



**2016**

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

I am extremely honoured to be a part of the Algoma Public Health family.

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.

**Tony Hanlon, Ph.D.**  
**Chief Executive Officer**

## **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, management, 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 Policy 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 Algoma Public Health 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, race, colour, religion, creed, sex, nationality, ethnic or place of origin, citizenship, language, political belief, marital or family status, pregnancy, sexual orientation, 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.

## **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 management when unable to resolve issue directly
- v. Co-operate fully in any investigation

Management 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 or the Employee Complaints and Concerns Policy 01-04-185

## **INAPPROPRIATE BEHAVIOUR EXAMPLES**

- ◆ Comments and/or actions that are 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 staff, management, 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



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

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

Members are encouraged to first speak directly and respectfully to the person when the behavior is inappropriate.

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 Policy 01-04-065 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 staff and management 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 MOH/CEO with assistance from the Director of Human Resources, 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
- iv. Monitoring and enforcing compliance with the Code
- v. Signing of Compliance Form on an annual basis by all members of APH



# APH CODE OF CONDUCT COMPLIANCE FORM

I have carefully read and understand the APH Code of Conduct in its entirety. I hereby agree to comply with the Code.

Employee Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

I have discussed the Code's provisions, its interpretation and its applicability with \_\_\_\_\_.

Name of Manager (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **REFERENCES**

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

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

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

[Complaint/Concern Form](#)

[Code of Conduct Compliance Form](#)

[Ontario Human Rights Code](#)

# 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

