



## Code of Conduct

Harbourview Lodge Continuing Care Centre (HVL) is committed to providing a safe, healthy, and respectful environment for Elders, team members, families and visitors that reflects our *Vision, Mission and Values*. The Code of Conduct embraces broad principles of respectful, ethical, and professional behaviors, flowing from our core values. We strive to achieve the goals of creating a respectful workplace and providing extraordinary care and services that enhance public confidence.

For the purposes of this code, team members include Elders, employees, physicians, volunteers, learners, board members, contractors, and all other individuals performing work activities within HVL.

All HVL team members are expected to display the standard of conduct established in our *Values (Identity, Growth, Security, Autonomy, Connectedness, Meaning and Joy)* while contributing to the creation of a respectful environment where all individuals are treated, and treat others, with dignity and respect.

### **Respectful Conduct**

The expectation is that all HVL Team Members, Elders, families and visitors will:

- Treat each other with dignity, fairness, and respect;
- Respect diversity, which includes both visible and invisible characteristics and includes differences such as, but not limited to; age, life stage, ability, culture, ethnicity, sex, gender identity, geographical location, language, physical characteristics, race, religion, sexual orientation, socio-economic status, spirituality, and values;
- Communicate in a respectful manner;
- Interact without any abuse, harassment, discrimination, aggression or violence;
- Report any inappropriate or unprofessional behavior or conduct.

In addition to meeting the above expectations regarding respectful conduct, all HVL team members are also required to:

- Fulfill expectations associated with their roles and responsibilities;
- Perform their duties impartially, responsibly, diligently, effectively, and with integrity;
- Conduct themselves in accordance with the Code of Ethics and/or standards of practice specific to regulated professionals and demonstrate expected service behaviors at all times;
- Maintain privacy and confidentiality;
- Ensure all communication and images shared with others including through any form of electronic or social media are in accordance with our policies, procedures and guidelines;
- Follow all Nova Scotia Health Authority (NSHA) & HVL policies, procedures, and guidelines.

### **Violations**

All allegations of violations of the Code of Conduct will be investigated and addressed in accordance with NSHA & HVL Policies or through legal action, when deemed appropriate.

### **Communication and Awareness**

HVL will ensure that the Code of Conduct is embedded within the way we work and is communicated to all team members, Elders, families and visitors in a variety of ways including, but not limited to:

- Signage
- HVL public website
- General orientation
- Department orientation
- Staff, departmental, and medical advisory committee meetings
- Internal communication such as memos and newsletters
- Inclusion in the Elder's Admission Package

The Code of Conduct Statement is not all-inclusive and is intended to augment applicable policies, procedures, professional standards, legislation and contractual

provisions, including the suite of policies and/or programs regarding workplace conduct and behavior.

I have read and understand the HVL Code of Conduct, the expectations and accountability noted above.

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Resident/Elder Name

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Resident/Elder Signature

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Date

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Witness Name

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Witness Signature