

What should I do if I am being discriminated against, harassed or bullied?

- ◆ Contact your manager to report a violation, or if you have any questions about the Code of Conduct.
- ◆ If you are uncomfortable contacting your manager, you may contact your department or program director or any senior manager; Human Resources; the Vice-President of Human Resources and Organizational Development.
- ◆ **There will be no reprisals against any employee for the good-faith reporting of concerns or violations.**

The Employee and Family Assistance Program (EAP)

The Employee and Family Assistance Program, Wilson Banwell PROACT Human Solutions, is also a resource and support for dealing with workplace challenges. Their representatives are available 24 hours a day, seven days a week by calling:

English: 1-800-663-1142

French: 1-866-398-9505



VISION

Providence Care will lead the way in compassion and discovery.

MISSION

Trusting in Providence and strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul, we enhance the quality of life by meeting the physical, emotional, social and spiritual needs of each person.

We work with our partners to innovate and excel in education and research.

We treat each person with respect, dignity and compassion.

VALUES

Respect & Dignity ◆ Compassion ◆ Stewardship



Understanding our Code of Conduct

Our Code of Conduct exists to foster our culture of respect and dignity, compassion and stewardship. Our Code of Conduct provides guidance to all staff and physicians, by establishing the expected behaviours and norms in our workplace.

To read Providence Care's full Code of Conduct Policy and Procedure E-18, please contact your manager, visit the Providence Care Intranet or contact Human Resources.

*We act respectfully, at all times,
in accordance with Providence
Care's Mission, Vision and Values*

1. We promote a workplace that is free from discrimination.

At Providence Care, all individuals can expect to be treated with respect and dignity, and without regard to race, colour, religion, gender, national origin, age, sexual orientation or disability.

We also expect that you will treat our patients, clients, residents and their families, your co-workers and everyone else with whom you come in contact at work the same way.

2. We all have the right to work in an environment free from harassment.

Harassment is a violation of Providence Care's Code of Conduct Policy, E-18. Harassment includes disruptive behaviour or threats, derogatory comments, intimidation, humiliation and sexual harassment.

Sexual harassment is an unwelcome sexual solicitation, advance or behaviour of a sexual nature that creates an intimidating, hostile or poisoned work environment.

3. We treat each other with respect and dignity.

Bullying and disruptive behaviour are not permitted at Providence Care.

My responsibilities are:

- ◆ Understand and apply the Code's principles in my daily work interaction
- ◆ Assume responsibility for my own actions
- ◆ Seek assistance if I have any questions
- ◆ Report any illegal acts or violations of the Code to management
- ◆ Support a work environment that encourages collegiality, cooperation and professionalism and promotes open communication

My manager's responsibilities are:

- ◆ Ensure all staff have access to Providence Care's Code of Conduct Policy & Procedure E-18
- ◆ Respond in an appropriate and timely manner to employee complaints
- ◆ Support a work environment that encourages collegiality, cooperation and professionalism and promotes open communication

Examples of behaviours not permitted at Providence Care are:

- ◆ Profane, disrespectful, insulting, demeaning or abusive language
- ◆ Shaming others for negative outcomes
- ◆ Demeaning comments or intimidation
- ◆ Inappropriate arguments with clients, family members, staff or other care providers

- ◆ Passing severe judgment or censuring colleagues or staff in front of clients, visitors or other staff
- ◆ Refusal to comply with known and generally accepted practice standards
- ◆ Creating rigid or inflexible barriers to requests for assistance

What happens once a complaint is made?

When a complaint is made, there will be a timely review and investigation. The investigator conducting the review will inform the staff member(s) named in the complaint that the matter is being investigated. The investigator may wish to speak to the complainant or other witnesses as part of the review.

The investigator will provide a finding to both the staff member(s) named in the complaint, and the complainant.

If there is evidence to support the complaint, corrective action will be taken which may include discipline up to and including dismissal from employment.

If there is no evidence to support a complaint, and the complaint was made in good faith, **no documentation of the complaint will be kept on the staff file of any person involved in the complaint.**