

Code of Conduct & Professionalism



Overview

Introduction:

At the Muscle and Joint Clinic, we are committed to providing exceptional healthcare services and maintaining a professional and ethical environment for our patients, staff, and stakeholders. This Code of Conduct outlines the expectations and standards of behaviour that apply to all individuals associated with our clinic. It serves as a guide for promoting trust, respect, integrity, and excellence in all our interactions. By adhering to this code, we contribute to a positive and supportive environment that upholds our mission and values.

This Policy provides an overview and highlights corporate directives, policies and guidelines that are applicable to on-duty and off-duty conduct. It is not an exhaustive or definitive source of information, interpretation or guidance in every situation. Queries related to the Muscle and Joint Clinic's Code of Conduct and Professionalism Policy should be directed to hr@muscleandjoint.ca

(I) The Code of Conduct and Professionalism Policy (On-Duty)

As employees/contractors of The Muscle and Joint Clinic, we have a professional responsibility to provide care and to ensure the well-being of those in our **care and for our team members**, and to maintain a respectful, safe and healthy work environment. The standards listed below

sets our our Clinic's expectations for employee behaviour and conduct in the workplace

- Perform our duties with honesty and integrity.
- Fulfil our duties in a diligent, capable, and courteous manner. The responsible discharge of duties means that employees will:
 - Act with honesty, courtesy, fairness, dignity, respect and impartiality in the conduct of professional duties. Under no circumstances shall any person be subject to threatening, humiliating, bullying or degrading treatment, including hate or hate activity.
 - Respect the dignity and human rights of colleagues and clients, other employees, all visitors, contractors and members of the public in a fair and equitable manner.
 - Perform work professionally, accurately, thoroughly and in a timely manner.
 - Present a professional image in appearance, actions and words.
 - Participate in decision making through positive, innovative and constructive means.
 - Fulfil our responsibility to colleagues and clients by fostering and maintaining working relationships based on mutual respect, dignity and cooperation.
 - Respectful, positive and collaborative behaviours honour the individuality and dignity of persons and contribute to the quality of work life and service delivery. Balancing conflicting interests and exercising impartiality, objectivity, equity and equality in interpersonal relationships, and being aware of our clinic's rich diversity, promotes a fair and inclusive working environment.

- Contribute to and maintain a workplace that is fair, inclusive and free from all forms of discrimination and harassment.
- The Clinic values and promotes human rights, inclusion, accessibility and diversity. Our Clinic embraces these values and is committed to fostering and sustaining workplaces and service delivery that are professional, respectful and honour the human rights principles.
- Promote the principles and support the practices of achieving a healthy and safe workplace and work environment.
- The establishment, promotion and maintenance of a healthy and safe workplace are a legislated requirement. Every employee shares in the responsibility to ensure and maintain a safe and healthy work environment for co-workers, clients, visitors and contractors, and is expected to contribute towards improving the health and safety of the workplace.
- Maintain the privacy and confidentiality of information acquired through our employment, consistent with relevant legislation and protocols.
- Use resources to support the clinic's business vision of providing excellent healthcare to the community
- Clinic resources are solely for the purpose of government business by employees and will not be used for personal benefit or gain.
- Ensure that any business or private ventures are neither in conflict nor appear to be in conflict with our duties as employees and overall responsibilities as public servants. Employees must conduct themselves in compliance with our Clinic's values and in a manner that in no way jeopardizes operational security and/or safety. The

Clinic recognizes the right of its employees to be involved in activities as citizens of the community; however, all employees must separate their role as private citizens from their responsibilities as Clinic employees and thereby avoid conflict of interest situations.

- Respect all professionals within our Clinical system and work to improve cooperation with each other.
- As active participants in the Clinic system who share a mutual concern for public health, it is vital to cooperate with individuals in all segments of our clinic. A collaborative team approach within the clinic, and with external stakeholders, contributes to service excellence and job satisfaction.

(II) The Code of Conduct and Professionalism Policy (Off-duty)

Employees should be aware that inappropriate off-duty behaviour can have consequences in the workplace. They may be disciplined for acts committed while off-duty, including improper use of social media networking and online postings, if the act:

- Prejudices the employer's ability to continue business
- Negatively impacts the employer's reputation
- Renders the staff member unable to discharge her/his employment obligations
- Leads to the refusal, reluctance or inability of other employees to work with you
- Involves unreported staff/inmate or client interactions outside work
- Creates a poisoned work environment

Defined infractions

The following is a list (not exhaustive) of the types of defined infractions that can occur:

- Irresponsible discharge of duties
- Conduct and appearance
- Relationships with other employees
- Relationships with clients
- Conflict of interest
- Protection and sharing of information
- Improper use of the employer's information technology and ministry property

This is not an exhaustive list. If an employee has committed an infraction, this can result in corrective or disciplinary action up to and including dismissal. Each situation is unique and therefore the outcome will depend on a number of specific factors.

(III) Code Of Conduct For Health Professionals:

Introduction:

At the Muscle and Joint Clinic, we are committed to providing exceptional healthcare services and maintaining a professional and ethical environment for our patients, staff, and stakeholders. This Code of Conduct For Professionals outlines the expectations and standards of behaviour that apply to all contractors associated with our clinic. This

document is supplemental to every health practitioners' respective College Standard Of Practice. It serves as a guide for promoting trust, respect, integrity, and excellence in all our interactions. By adhering to this code, we contribute to a positive and supportive environment that upholds our mission and values.

1. Professionalism and Patient Care:

1.1. We prioritize the well-being and care of our patients, treating them with empathy, respect, and dignity.

1.2. We maintain a high standard of professional competence, continuously updating our knowledge and skills to deliver optimal care.

1.3. Confidentiality is paramount. We respect the privacy and confidentiality of patient information, ensuring its proper storage, access, and disclosure in compliance with applicable laws and regulations.

1.4. We communicate effectively, clearly, and honestly with patients, providing them with accurate and understandable information about their conditions, treatments, and options.

1.5. We collaborate with other healthcare professionals to ensure comprehensive and coordinated care for our patients.

2. Ethical Conduct:

2.1. We uphold the highest ethical standards in all our interactions, adhering to legal and regulatory requirements.

2.2. We maintain integrity and avoid conflicts of interest that could compromise patient care or our professional judgment.

2.3. We respect and value diversity, treating all individuals equally and without discrimination based on race, ethnicity, religion, gender, age, or any other characteristic protected by law.

2.4. We maintain objectivity and avoid engaging in any form of harassment, including but not limited to sexual harassment, bullying, or discrimination.

2.5. We safeguard the reputation and best interests of the clinic, acting in a manner that upholds its values and promotes trust within the community.

3. Professional Relationships:

3.1. We foster a positive work environment that encourages teamwork, collaboration, and mutual respect among colleagues.

3.2. We support a culture of open communication, actively listening to and valuing the ideas and contributions of others.

3.3. We resolve conflicts professionally and constructively, seeking mediation or support when necessary.

3.4. We do not engage in any form of inappropriate relationships with patients, colleagues, or stakeholders that may compromise professional boundaries or patient trust.

4. Compliance and Accountability:

4.1. We comply with all applicable laws, regulations, and professional standards relevant to our roles and responsibilities.

4.2. We maintain accurate and complete records, ensuring their integrity, confidentiality, and accessibility as required.

4.3. We promptly report any concerns or violations of this Code of Conduct through the appropriate channels.

4.4. We are accountable for our actions and take responsibility for any mistakes, striving to learn from them and improve our practice.

5. Professional Collaboration and Support:

5.1. We promote a collaborative and supportive environment among professionals within the Muscle and Joint Clinic, fostering teamwork, trust, and mutual respect.

5.2. We recognize and value the expertise and contributions of our colleagues, actively sharing knowledge and best practices to enhance patient care.

5.3. We safeguard one another's professional practice, providing constructive feedback, guidance, and support to maintain high standards of care and continuous professional development.

5.4. We avoid engaging in any actions that may undermine or exploit the professional relationships or patient base of our colleagues, including patient poaching or soliciting patients for personal gain.

6. Respect for Patient's Wishes and Autonomy:

6.1. We respect the autonomy and individuality of each patient, recognizing their right to make informed decisions about their healthcare.

6.2. We actively listen to patients, valuing their preferences, concerns, and goals, and involve them in shared decision-making regarding their treatment plans.

6.3. We provide patients with accurate and unbiased information, enabling them to make informed choices based on their unique circumstances and values.

6.4. We uphold patient confidentiality and ensure that their personal information is not disclosed without their consent, except as required by law or professional obligations.

7. Promotion of Harmony and Positive Environment:

7.1. We foster a harmonious and inclusive environment that values diversity, where all individuals are treated with kindness, empathy, and respect.

7.2. We maintain open lines of communication, addressing any conflicts or disagreements in a professional and constructive manner, seeking resolution and maintaining focus on patient care.

7.3. We promote a positive work culture by encouraging teamwork, celebrating achievements, and recognizing the contributions of each team member.

7.4. We strive to create a welcoming and comforting atmosphere for patients, ensuring they feel valued, heard, and supported throughout their healthcare journey.

By embracing and adhering to this Code of Conduct, we contribute to a culture of professionalism, integrity, and excellence at the Muscle and Joint Clinic. Upholding these principles is essential to providing outstanding patient care, fostering positive relationships, and maintaining the trust and confidence of our patients and the community. Together, we

create a supportive and ethical environment that reflects our commitment to quality healthcare.