

Holland Bloorvi

Kids Rehabilitation Hos

CODE OF CONDUCT

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INTRODUCTION

Holland Bloorview Kids Rehabilitation Hospital is committed to excellence in client care, research and education. We all have a role to play in helping the organization to achieve its mission and to meet its goals. Holland Bloorview's success depends largely on our reputation and the relationships that we develop and maintain with each other, with those we serve and with our partners in health care, community and business sectors.

This Code of Conduct is for all of us, and is intended to guide our day-to-day activities. The Code of Conduct brings together the values, policies and practices that relate to the way we conduct our business. It describes the behaviours expected of Holland Bloorview staff, volunteers, physicians, students, Board members, business partners, researchers and fundraisers. The policies that are referenced and briefly summarized in this handbook are accessible to all staff in the Holland Bloorview Kids Rehabilitation Hospital on-line policy and procedure manual.

We hope you find this handbook useful. If you have questions or concerns about clinical and staff business practices at Holland Bloorview Kids Rehabilitation Hospital, please feel free to discuss them with your manager or a member of the Human Resources department.

ACKNOWLEDGEMENTS

Holland Bloorview Kids Rehabilitation Hospital is grateful to The Hospital for Sick Children, University Health Network, The Scarborough Hospital and especially Toronto Rehab for sharing their Codes of Conduct with us.

We also thank Holland Bloorview Kids Rehabilitation Hospital staff who provided us with feedback and input.

EXECUTIVE SUMMARY

Code of Conduct

This handbook outlines Holland Bloorview Kids Rehabilitation Hospital's expectations for all staff, volunteers, students, physicians, board members, fundraisers and business partners when enacting Holland Bloorview Kids Rehabilitation Hospital's business and sets out standards to guide and support all decision making and actions when acting on behalf of Holland Bloorview.

Holland Bloorview's staff, volunteers, students, physicians, board members, researchers, fundraisers and business partners are expected to comply with all applicable laws of the Province of Ontario and of Canada. Staff should never consider personal advantage in making decisions or taking action or jeopardize their ability to act in the best interest of Holland Bloorview.

Holland Bloorview's staff, volunteers, students, physicians, board members, researchers, fundraisers and business partners who exercise formal or informal authority on Holland Bloorview's behalf must ensure that any one who acts on this authority understands their responsibility to comply with this code.

Any staff, volunteer, student, physician, board member, researcher, Foundation staff and business partner in doubt about a proposed action should contact his/her manager or the Human Resources department before the action is taken unless it places that person or another person at immediate risk. In that situation, disclosure is expected as soon as possible.

Holland Bloorview's staff, volunteers, physicians, students, physicians, board members, fund raisers and business partners will:

1. Exemplify Holland Bloorview's values – and provide the highest quality of care and health services within available resources.
2. Promote the timely communication of rights, responsibilities and information to clients and families in order to foster informed decision-making.
3. Respect the customs and beliefs of others in our diverse and multicultural internal and external environments.
4. Respect the confidentiality of information, in accordance with relevant legislation and policies.
5. Develop, promote and maintain competence.
6. Avoid conflict of interest and refrain from engaging in activities that jeopardize or interfere with one's ability to act in the best interest of Holland Bloorview.
7. Promote a safe environment for everyone.

Questions or concerns should be directed to your manager or the Human Resources department.

The Purpose of the Code of Conduct

This Code of Conduct is for all Holland Bloorview staff, volunteers, students, physicians, board members, researchers, Foundation staff and business partners. The Code provides standards for ethical behaviour when dealing with other people – from co-workers and partners in healthcare, education and research to clients, families, external suppliers, government authorities, the media, and the public.

Holland Bloorview’s Policies

The Code of Conduct summarizes several of Holland Bloorview Kids Rehabilitation Hospital’s existing policies related to appropriate behaviour and ethical conduct. For more details on the policies and their procedures you must refer to the actual policy documents that are referenced in this handbook.

All of Holland Bloorview’s policies are available electronically on each computer desktop. If you do not have electronic access, please speak with your manager who can direct you to the hard copy version.

Living Our Values

Our Mission

Holland Bloorview Kids Rehabilitation Hospital provides specialized programs and clinical care for children and youth with rehabilitation and complex care needs to enable them to participate in life to the fullest.

We are dedicated to being Canada’s leading paediatric rehabilitation teaching hospital, at the forefront of clinical care, research and education in childhood disability. As a key resource for the province of Ontario, we are committed to building community capacity and partnerships to enhance the quality of life for children with rehabilitation and complex care needs and their families.

Our Vision

- A World of Possibility – For Kids with Disabilities

Our Values

Caring	Providing exemplary care, we are dedicated to enhancing the quality of life of our clients and their families
Excellence	Striving for excellence, we are committed to safety, accountability, evaluation and continuous quality improvement

Client and Family Centred-Care	Applying the principles of partnership, respect and Communication, we are committed to a family-centred approach in all we do
Innovation	Fostering a culture of inquiry and innovation, we aspire to lead the way in clinical care, education and research in the field of childhood disability
Partnership	Working in partnership with clients, families, staff, volunteers and key external partners, we take a team approach to clinical care, education and research
Respect	Embracing diversity, we seek to empower people and treat everyone with empathy and respect

Our values guide us in what we do, whether it is strategic planning, day-to-day decision-making or the way we treat clients, co-workers and colleagues in other organizations.

At Holland Bloorview Kids Rehabilitation Hospital we are sensitive and compassionate in our interactions with individuals, their families and our colleagues. Our clients are at the centre of all our work. We set goals jointly with our clients and their caregivers to establish individual treatment plans. We respect our clients' values, cultures, beliefs and lifestyles and are responsive to the needs of our diverse communities.

Client Rights and Responsibilities

In keeping with our Vision, Values and Mission, and as a fully affiliated teaching hospital of the University of Toronto, Holland Bloorview requires that all staff support Holland Bloorview's Client Rights and Responsibilities.

Your Rights

- Quality care and service
- Shared decision-making
- Information and answers
- Courtesy, dignity and respect
- Privacy and confidentiality
- Respect for your language, culture and religion

Our Expectations

- Courtesy, dignity and respect
- Accurate, up-to-date information
- Partnerships with staff
- Payment of costs not covered by your health card
- Feedback on how we're doing

Respectful Environment

Holland Bloorview Kids Rehabilitation Hospital is committed to creating an environment that is respectful for our staff, volunteers, clients and their families. To maintain a respectful environment at Holland Bloorview we...

Listen to understand – we actively listen and are responsive to the needs and wants of others

Recognize contributions and roles - we value the contributions of others, and recognize the important role everyone plays.

Communicate with each other - we are open, honest and offer explanations for our actions

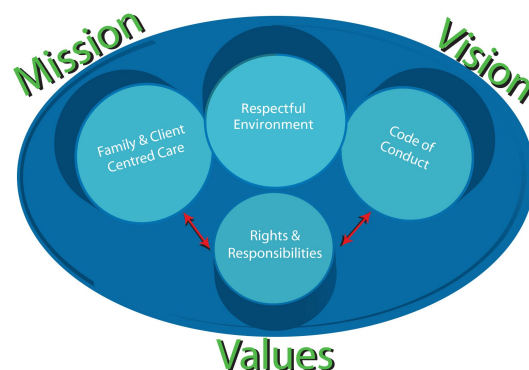
Use a collaborative approach – we work together as a team and resolve issues in a direct and timely way

Create a supportive environment – we are fair, flexible and willing to help each other

Show courtesy – we are friendly, polite and considerate

Embrace diversity – we consider different perspectives and are attentive to the dignity of others

Value each other's time – we are prompt and follow through with what we say we are going to do



Students and Teaching

As an academic health sciences centre, fully affiliated with the University of Toronto, Holland Bloorview is uniquely positioned to train the health professionals of tomorrow in the specialized areas of rehabilitation and complex continuing care. Students come from a wide range of educational institutions and programs. Holland Bloorview fosters student /trainee education by offering a unique environment and comprehensive practical training for individuals preparing for a career in health care.

It is important for clients and family members to be explicitly informed that students will be involved in their care and that appropriate supervision and safeguards are in place. Students are expected to abide by Holland Bloorview's Code of Conduct.

Ethics

Ethics and the Law

Holland Bloorview Kids Rehabilitation Hospital is committed to operating within municipal, provincial and federal laws and regulations. Staff, volunteers, students, physicians, board members, researchers, fundraisers and business partners are expected to work within these same laws.

Professionals must also comply with the conventions and practices of the various colleges or provincial bodies that regulate the health care professions.

ETHICAL DECISION-MAKING RESOURCES:

While a Code of Conduct can give you general guidelines, it cannot cover every situation. Ethics sometimes comes down to a personal decision or a conflict between competing responsibilities. If you find yourself struggling with an ethical issue, you may wish to talk with one of the ethics facilitators at Holland Bloorview or the bioethicist. For example, ethical issues may include conflicting values, beliefs or goals in relation to client care, concerns that someone's rights are not being respected, or worry about the fairness or justice of some practice.

The Bioethics service offers confidential consultation support to staff, clients and their families when they find themselves confronted by difficult or troubling ethical challenges. The Bioethics service is led by an ethicist who is a professional educated and trained to assist with ethical problems arising in health care and research settings. In addition to the bioethicist, Holland Bloorview Kids Rehabilitation Hospital has implemented a "hub and spoke" model that designates ethics facilitators for each clinical program and for other services. These facilitators are the local ethics contacts and work with the bioethicist to meet staff, client and family needs, while respecting confidentiality, except as required by law.

Confidentiality and Handling Information

At Holland Bloorview Kids Rehabilitation Hospital, we are committed to protecting the privacy and confidentiality of all personal health information. Although it is important to collect and use health information to provide the best care possible, Holland Bloorview has policies and procedures in place to ensure that health information is shared only with those who need to have access to it. We ensure that all health information is treated with respect and dignity.

All staff of Holland Bloorview Kids Rehabilitation Hospital must sign and abide by our Confidentiality Statement. **See Policy IM-025 Confidentiality Statement.**

PROTECT INFORMATION IN A CLIENT'S HEALTH RECORD

A client's health record is treated as a confidential document at all times and maintained in a secure environment at all times. Holland Bloorview is governed by the Personal Health Information Protection Act (November 2004). Only staff that provide care or are authorized to improve care may have access to a client's health record unless there is legal justification for its release. All professional employees are also bound by provisions of the Regulated Health Professions Act, 1993, and their professional ethics as determined by their licensing body or college, in releasing client information.

According to the Public Hospitals Act, the health record is the property of the Hospital Corporation and is held in the custody of the President and CEO. We have a policy that outlines who has access to client's chart, who owns it, how a client can request copies of the health record, what parts are shared with other health care agencies, legal duties requiring release of client information and when client consent is required for release of their health information to the police or to next of kin, for quality improvement, for administration and for research. **See Policy IM-020 Confidentiality and Release of Information.**

KEEP FULL AND ACCURATE RECORDS

The organization needs full and accurate records to meet its legal and financial obligations and to manage its business properly. All client-related information, organization books, financial reports, expense accounts, time sheets, administrative records and other similar documents must be completed accurately, honestly and in accordance with organization procedures. Making false or fictitious entries with respect to any transaction of the organization or the disposition of any of the organization's assets is prohibited. You are responsible for the accuracy and completeness of any reports or records you create or maintain.

Employees must comply with the organization's records retention initiatives that prescribe how long documents and records (whether in printed or electronic form) must be maintained in order to facilitate the organization's ongoing operations and to satisfy financial, legal and regulatory retention requirements. These policies also provide directions for the proper disposal of records that have been kept for the required periods.

PROTECT CONFIDENTIAL INFORMATION ABOUT THE ORGANIZATION

Confidential information about the organization itself must also be protected. Information is considered confidential if it is not generally available to the public. Examples are: financial results before they are announced; business plans/forecasts; research findings in advance of peer-review publication; and major gifts and donations before public announcement.

If you have access to confidential information as a result of your job, you must use every precaution to keep it confidential. Use discretion when discussing client care or organization business in public places such as restaurants and elevators, or when using public or cellular phones, the Internet and/or fax machines. If you are required, for legitimate business purposes, to disclose confidential information to any person outside the organization, authorization should be obtained from your manager beforehand.

All Holland Bloorview employees sign a statement of confidentiality upon hire and are required to sign this statement on an annual basis. You have a duty to protect confidential information even after you leave your employment with the organization.

SHARE INFORMATION RESPONSIBLY WITH EXTERNAL GROUPS

Sometimes Holland Bloorview shares personal information with outside groups, businesses or agencies. For example, we use a mailing house to assist us with mailing out publications to families. Confidentiality clauses are inserted into contracts with third parties to ensure they are compliant with privacy legislation and Holland Bloorview policies & procedures.

REFER MEDIA QUESTIONS TO COMMUNICATIONS AND PUBLIC AFFAIRS

Holland Bloorview Kids Rehabilitation Hospital will assist the media and general public, whenever possible, to receive authoritative, reliable and up-to-date information about the organization and on the topic of childhood disability. However, Holland Bloorview will be guided by legal restrictions and ethical considerations surrounding the type and extent of information that will be released publicly. Spokespeople are identified by Communications and Public Affairs, and when necessary, in consultation with the President and CEO

See Policy AC-040 Media Relations.

RESPECT COPYRIGHTED MATERIALS

Copyright laws may protect many materials used in the course of your work as an employee or representative of Holland Bloorview Kids Rehabilitation Hospital. Examples include computer software, books, audio and videotapes, trade journals and magazines, as well as presentation slides, training materials, management models and problem-solving frameworks produced by our own staff or outside consultants. It is illegal to reproduce, distribute, or alter copyrighted material without the permission of the copyright owner or authorized agent.

Use of a photocopying machine to reproduce all or a substantial part of a work protected by copyright is governed by the Canadian Copyright Act. Section 3 of the Copyright Act provides that "copyright" means the sole right to reproduce the work

or any substantial part thereof in any material. Copying of work or substantial part of work protected by copyright requires the permission of the copyright owner. Section 29(1) & (2) of the Copyright Act states that it is not an infringement of copyright to "deal fairly" with any work for the purposes of private study, research, criticism, review or newspaper summary.

The responsibility for determining whether permission is required, and then obtaining permission if required, is that of the person making the copy and not the original proprietor of these materials. The Copyright Act, Revised Statutes of Canada 1985, Chapter C-42, is available in the Health Sciences Library for inspection upon request or at www.laws.justice.gc.ca/en/c-42/text.html. Questions concerning copyright should be directed to Holland Bloorview's Health Sciences Library.

Quality

Quality is the degree of excellence and the extent to which an organization meets clients' and families' needs and exceeds their expectations (CCHSA, 2004). Holland Bloorview's quality program is an important component of our Organizational Effectiveness framework and is a key enabler in the accomplishment of the strategic plan. Quality at Holland Bloorview has three main elements: risk management, quality assurance and quality improvement; and uses the Model for Improvement to guide quality improvement initiatives. **See Policy AC-060 Quality at Holland Bloorview Kids Rehabilitation Hospital.**

The following key elements support the Quality program at Holland Bloorview and facilitate the enhancement of the organization's quality culture:

- risk management
- partnerships
- responsiveness-client/family focus
- accountability
- continuous improvement
- team work
- integration-system thinking
- communication and recognition
- standards, evidence and measurement

Quality improvement is central to what we do in our daily practice and as such all staff have a responsibility in the development and implementation of the Quality program.

SAFETY

KEEP YOUR WORKPLACE SAFE AND SECURE

Each of us has a responsibility to help ensure the organization is complying with health, safety and environmental laws and regulations by reporting incidents, accidents, potential hazards, near misses, unsafe conditions and other concerns immediately to our manager or someone responsible for facilities management. Under the Occupational Health and Safety Act, all workers have the right to refuse work under unsafe conditions or circumstances and should report such conditions immediately.

It is also critical that we protect both individual and organization property and assets. While Holland Bloorview provides security measures, we must all be part of the process. If you know of any situation or incident that could lead to the loss, misuse or theft of organization or individual property, report it immediately to a manager or Security.

Holland Bloorview will meet or exceed, where possible, requirements outlined in workplace regulations and acts.

Workplace safety regulations and acts are in several policies and are listed in the Occupational Health and Safety Manual. Some examples of key policies are Accident/Incident Reporting and Investigation; Critical Injury Reporting and Investigation; Eye Protection; Footwear; Ladders and Stepstools; Occupational Hygiene and Workplace Monitoring; Personal Protective Equipment; and Safety Education.

WORKPLACE VIOLENCE

Holland Bloorview Kids Rehabilitation Hospital is committed to providing a working environment that is free of violence by ensuring that all workplace parties are familiar with the definitions of workplace violence and their individual responsibilities for prevention and corrective action.

Workplace violence is any incident in which an employee or volunteer is abused, threatened or harassed and includes incidents that inflict injury or cause damage to property. The act may be implied or actual, and be either verbal or physical in nature. Violence also includes acts and threats of aggression resulting in physical or psychological damage, pain or injury to a worker.

It can occur in the workplace or outside of the work settings. It can occur during work-related functions at off-site locations such as conferences, social events or visits to a client's home **See Policy HR 530 Workplace Violence.**

Workplace Violence Reporting and Investigation

All acts of workplace violence must be reported to the employee's manager and an incident report must be completed. The incident will be investigated.

For further information regarding reporting and investigation please refer to **Policy HR 530 Workplace Violence and Policy OHS-205 Accident/Incident Reporting Procedure.**

Client Safety

SAFETY CULTURE

Holland Bloorview Kids Rehabilitation Hospital recognizes that client safety is everyone's ethical responsibility. We are committed to a strong safety culture that is reflected in our work and daily practice. The following principles are the cornerstones of our culture of client safety:

- Safety and quality of service are our top priorities
- Client safety is championed by a network of formal and informal leadership throughout the organization
- Reporting of safety issues, adverse events, near misses and potential concerns is required with an expectation that all individuals are responsible to seek solutions **See Policies CF-120 Incident Reports, CF-131 Management of a Critical Event Involving Clients, NPR-525 Medication Treatment Incident Discrepancy, and OHS-225 Critical Incident/Accident.**
- Under Ontario Law, reporting of suspicion of child abuse is required **See Policy CF-030 Assault – Physical and Sexual.**
- Safety issues are addressed in a blame free and just manner which supports honesty, trust and accountability
- In seeking solutions we focus on system design, organization and operation rather than on individual performance
- We are prospective in our analysis of safety issues
- All safety concerns raised are opportunities for quality improvement
- Staff will strive for the highest possible standards of competence and excellence in the delivery of service
- Clients and their families are a layer of client safety and are respected as a part of the team
- We will seek proven methods of safety and quality improvement externally and incorporate these findings as appropriate
- Our knowledge and safety experience will be shared when possible with others

DISCLOSING ADVERSE EVENTS

Holland Bloorview Kids Rehabilitation Hospital supports an organizational culture of transparency. To foster an environment of public trust in the integrity of our services and providers disclosure in the event of client incidents is required **See Policy CF-093 Disclosure of Adverse Events.**

MAINTAINING SKILLS AND COMPETENCY

Quality and safety are cornerstones of our service delivery practices. Our mandate is to provide essential client-focused and family centred care that will enhance the quality of life for our clients and their families.

Staff will strive for the highest possible standards of competence and excellence in the delivery of service to clients, their families, the community-at-large and teaching and research work. Managers commit to creating a work environment that helps staff reach their own potential both professionally and personally. This applies to all staff, volunteers, students, physicians, board members, researchers, fundraisers and business partners.

Research at Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital is a recognized leader in paediatric rehabilitation/habilitation research. This has been strengthened by the establishment of the Holland Bloorview Research Institute - the only paediatric rehabilitation research institute in Canada - and with the academic affiliation to the University of Toronto.

All research carried out at Holland Bloorview is conducted in accordance with the highest scientific and ethical standards. Research involving human participants must receive Research Ethics Board (REB) approval prior to beginning the study, as well as continuous review and approval.

RESEARCH ETHICS BOARD

The purpose of the REB is to ensure that all research carried out at Holland Bloorview or by Holland Bloorview staff, is conducted in accordance with the highest ethical standards. In carrying out its mandate, the REB is guided by the principles of the Tri-Council Policy Statement (TCPS), which include respect for human dignity, free and informed consent, privacy and confidentiality, justice and inclusiveness, vulnerable persons, and balancing harms and benefits. In addition, the REB recognizes the unique clientele of Holland Bloorview and is thus guided by the understanding that children, youth, and families who receive services at Holland Bloorview are vulnerable populations that warrant the greatest protections. As such additional safeguards need to be in place to protect clients and members of the community who serve as research participants.

PRIVACY AND CONFIDENTIALITY OF INFORMATION

Privacy and confidentiality of personal information gathered, used and shared for research is tightly controlled through the research ethics review process. Decisions for collection, use and dissemination of personal information for research are carried out in accordance with Holland Bloorview's privacy policies.

DECLARING RESEARCH CONFLICT OF INTEREST

All researchers affiliated with Holland Bloorview and REB members are to declare any situation where there is a potential divergence of their private or external interests and their obligations to Holland Bloorview.

INTELLECTUAL PROPERTY

The mission of the Holland Bloorview Research Institute is to conduct research that will enhance the quality of care and quality of life of children and youth with disabilities and special needs. Achieving these goals involves a process of research and discovery combined with translation of the findings into practice. Sometimes the findings will take the form of new technologies or assistive devices (intellectual property or IP) where commercialization is the most effective way of making them available to benefit those in need. Our IP policy has been developed to protect the interests of Holland Bloorview Kids Rehabilitation Hospital and its personnel. This policy describes how inventors and authors will work with Holland Bloorview on appropriate disclosure, protection, value assessment, commercialization, revenue sharing and negotiation of rights. All contracts for the commercialization of IP must be negotiated through the office of the VP Research in accordance with the Research Institute policies and procedures.

CONDUCT AND MISCONDUCT

The Holland Bloorview Research Institute follows the University of Toronto's Policy on Conduct of Research and Addressing Allegations of Research Misconduct. All persons involved in research are expected to adhere to the highest standards of scientific and ethical conduct in every aspect of research including applications, proposals, the research itself, reports and publications. Consideration should be given to the accurate presentation and interpretation of experimental data and other factual information, due acknowledgement of another's work, confidentiality, and the appropriate use and allocation of money or other resources supplied for research purposes. Allegations of misconduct will be taken seriously and all inquiries and proceedings will be conducted expeditiously.

APPOINTMENTS

The Holland Bloorview Research Institute has established clear criteria for the appointment, roles, responsibilities and renewals for scientists and research staff, which are in keeping with other teaching hospitals and our academic partners.

STUDENTS

As a fully affiliated teaching hospital of the University of Toronto, students from many different backgrounds have an important and prominent role in daily research activities at Holland Bloorview. Students are expected to follow all standards for professional behaviour in accordance with their disciplines and faculties, and adhere to all Holland Bloorview policies around ethical conduct of research. The Holland Bloorview Research Institute strives to provide a supportive environment including

appropriate supervision, resources, consultation and guidance respecting the rights of the student to fully pursue his or her academic endeavours.

Conflict of Interest

All Holland Bloorview employees, students, volunteers and any other person working at or on behalf of the Hospital who are authorized to make decisions or act on Holland Bloorview's behalf are expected to conduct themselves in a manner which avoids conflicts of interest and to respond appropriately when a conflict of interest arises. All staff and affiliates are responsible for immediate disclosure of all actual, apparent, perceived or potential conflicts of interest. Full disclosure, in a fair and transparent process, is required to manage conflicts of interest and to protect the interests of Holland Bloorview Kids Rehabilitation Hospital, the staff and the public.

Conflict of interest is defined as a real, perceived, implied or potential situation that appears to or may place in doubt a person's objectivity or impartiality; jeopardize or interfere with a person's ability to act in the best interest of Holland Bloorview Kids Rehabilitation Hospital, results in a personal gain, advantage to the person (or those with a relationship to him/her) by virtue of their association with Holland Bloorview Kids Rehabilitation Hospital.

You are in a conflict of interest if you engage in activities or make decisions that could cause you to act in a way that is not in the best interest of Holland Bloorview Kids Rehabilitation Hospital. It is also a conflict if activities performed off hospital property and outside of regular working hours, affect your judgment to act in the best interest of clients and Holland Bloorview. You must conduct your outside activities or interests on your own time, not during your hours of employment with Holland Bloorview. Holland Bloorview's resources such as employees, equipment and supplies, may not be used for personal purposes. Outside activities and family or personal relationships must not interfere with your ability to exercise good judgment or perform your duties in a satisfactory manner.

As a quick overview, the types of activities you should report include:

- Having a job, trade or business outside of Holland Bloorview that could put you in direct or indirect competition with the organization, its suppliers, or others who have a contract with us
- Becoming an officer, agent or director of an organization that has, or may have, business dealings with Holland Bloorview
- Having any family or other personal relationship with a Holland Bloorview employee or service provider that could create the perception of a conflict of interest
- Any other situation that could reasonably appear to create a potential conflict of interest

In order to avoid inadvertent or unintentional involvement in unpleasant situations, or the appearance of conflict of interest, you are required to discuss situations of actual or potential conflict of interest with your Manager or Director of Human Resources who will advise you and assist you to complete the Conflict of Interest Disclosure Statement if necessary. **See Policy HR 437 Conflict of Interest.**

Hiring Family

In some situations, hiring or managing family members/partners can lead to conflicts of interest, unethical employment practices and the appearance of special treatment. Family members must not be in positions that put them under the direct or indirect supervisory authority of another family member. Family members must not be in positions where they would have access to the relative's confidential information or would audit, verify or be entrusted with monies received or handled by another relative. **See Policy HR 835 Hiring of Relatives.**

Choose Suppliers through Fair Competition

Holland Bloorview is committed to fair competition in all its dealings with suppliers. It is important to communicate the organization's requirements clearly and uniformly to all potential suppliers. Contractors are selected on the basis of merit, which may include quality, competitiveness, reliability, reputation and price. If a supplier asks you to endorse a product or service using the organization name or your position as an organization representative, direct the request to your manager. **See Policy FIN 060 Purchasing and Tendering.**

For related policies see Policy BG 035 Conflict of Interest, Research Conflict of Interest Policy; Policy FIN 025 Finance Code of Conduct – Business; and Policy HR 495 Private Practice Policy.

RELATIONSHIPS WITH CLIENTS AND FAMILIES OF CLIENTS

Because of the care and service that Holland Bloorview staffs provide, employees often have ongoing and significant contact with clients and their families.

Our role as health care providers requires that we maintain relationships that are therapeutic to the clients and families whom we serve. Personal/intimate relationships with clients and families compromise our objectivity and may result in an abuse of information gained about the client and family through the work done at Holland Bloorview. Regardless of how careful an employee believes he or she is being to separate work and personal life, Holland Bloorview deems such relationships to be inappropriate and contrary to employment obligations and our obligations to provide quality care. Furthermore, professional/licensing bodies view such relationships as professional misconduct.

In light of our obligations to protect our clients and maintain appropriate professional standards, employees may not establish personal/intimate relationships with clients or with any member of a client's family who may have ongoing contact with the client or Holland Bloorview. If employees have doubts regarding the appropriateness of their interactions with clients and family members, they should discuss the matter with a member of the management team to seek guidance and consult with his/her professional college as appropriate. **See Policy HR 500 Relationships with Clients and Families of Clients.**

DIVERSITY

The Board of Trustees, employees, physicians and volunteers of Holland Bloorview Kids Rehabilitation Hospital strive towards ensuring that all people feel welcome and respected for who they are. We will do this by: having our Board and staff reflect the diversity of the community we serve; being sensitive to the needs of all people regardless of racial/cultural origin, gender, age, ability, sexual orientation or economic circumstance; removing barriers that prevent people from taking part in Holland Bloorview Kids Rehabilitation Hospital; having our communication and learning materials portray people in a balanced, fair, realistic, inclusive way; taking all reasonable steps to prevent the creation of barriers, harassment and discrimination at Holland Bloorview Kids Rehabilitation Hospital; making available training opportunities on equity issues; involving our diverse community in our work by seeking their input and participation whenever possible.

ANTI-HARASSMENT AND ANTI-DISCRIMINATION

Everyone at Holland Bloorview has the right to work in an environment free from harassment and discrimination. No employee may be harassed or discriminated because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (includes pregnancy), sexual orientation, age, record of offences, marital status (including common-law, divorced, separated), family status or disability (physical or mental).

In keeping with its legal responsibilities under the Ontario Human Rights Code and social responsibilities as an employer, the management of Holland Bloorview will treat any complaint of harassment as a serious matter. **See Policy HR 405 Anti-Workplace Harassment.**

COMPLAINTS/REPORTING UNACCEPTABLE PRACTICES

Employees who wish to obtain advice on acceptable business practices and for reporting possible violations, allegations, complaints or concerns regarding sexual harassment or other type of harassment may contact the Vice President of Human Resources and Organization Development or Director of Human Resources or their own manager. The Chair of the Board of Trustees or the Chair of the Audit Committee may also be contacted if the employee is not comfortable reporting the incident to another staff member.

Unacceptable business practices may include:

- activities that lead to financial misrepresentation or fraud;
- violate federal, provincial or city laws that may result in damages to the organization and its reputation
- unethical business conduct in violation of any organization policy
- danger to public health and safety or the general well being of employees and/or our clients

There will be no retaliation against a person who makes a report merely for having done so. Any person who engages in such retaliation, directly or indirectly, or encourages others to do so, may be disciplined, up to and including discharge. All

reports will be investigated thoroughly, and, where warranted, corrective action will be taken promptly. Anyone making a report or otherwise involved in an investigation is expected to provide all relevant information requested from such person in the course of any investigation.

Fundraising Conduct

PRIVACY POLICY FOR FUNDRAISERS

Holland Bloorview Kids Foundation has a Board approved privacy policy to protect the privacy of the personal information of its stakeholders (donors, prospects, employees and other constituents) that is in accordance with the provisions of the Personal Information Protection and Electronic Documents Act (PIPEDA) and industry standards. In addition, the Foundation recognizes, and adheres to Holland Bloorview's corporate Privacy Policy. The policy includes a "Donor Privacy Statement" that is a declaration of a donor's right to privacy.

All staff of Holland Bloorview Kids Foundation and its Board agrees to protect the privacy of donors and prospective donors by signing and abiding by a confidentiality agreement.

GUIDELINES FOR FUNDRAISING ETHICAL CONDUCT

ASSOCIATION OF FUNDRAISING PROFESSIONALS

The Association of Fundraising Professionals (AFP) represents thousands of members in 172 chapters in Canada, the United States, Mexico, and China working to advance philanthropy through advocacy, research, education, and certification programs. Holland Bloorview Kids Foundation is a member organization of AFP. Members are committed to following the AFP Code of Conduct. The Association's international Donor Bill of Rights has been adopted by the Foundation Board and all Foundation staff.

The Code of Conduct outlines values that fundraisers strive to uphold, performance standards for fundraising professionals and their professional obligations, including behaviour in solicitation and use of funds raised. It includes principles regarding personal information and integrity with respect to accounting practices. The policy also includes the Donor Bill of Rights Declaration. This Bill of Rights includes rights such as having access to the organization's most recent financial statements, being given the opportunity to have their names removed from mailing lists and being assured that their gifts will be used for the purpose for which they were given.

CANADIAN CENTRE FOR PHILANTHROPY ETHICAL FUNDRAISING AND FINANCIAL ACCOUNTABILITY

Holland Bloorview fundraisers have also adopted the Canadian Centre for Philanthropy's Code for Ethical Fundraising and Financial Accountability. This code provides assurance to donors or prospective donors that there are processes in place to deal with any questions or concerns about fundraising practices. It also provides another contact for concerns to be raised through The Charities Division of the Canada Customs and Revenue Agency, and includes a Declaration of Donor's Rights that is consistent with the Association of Fundraising Professionals' Code of Conduct.

Related Policies

The following is a list of some of the key policies that you need to be aware of in complying with this Code of Conduct.

LIVING OUR MISSION AND VALUES

Abuse Suspected by Staff/ Student/Volunteer ([CF-005](#))

Consent to Treatment ([CF-075](#))

Medical Student Summer Scholarship ([PP-010](#))

Nursing Students (RNs/RPNs) ([PP-020](#))

Physiotherapy Professional Practice (Under Review) ([PP-035](#))

Psychology Professional Practice ([PP-040](#))

Registered Respiratory Therapy – Students at Holland Bloorview Kids Rehabilitation Hospital ([PP-050](#))

Social Work Professional Practice ([PP-055](#))

Speech-Language Pathology Professional Practice ([PP-060](#))

Student Clinical Placement and Conflict of Interest ([PP-062](#))

CONFIDENTIALITY AND HANDLING INFORMATION

Confidentiality Statement ([IM-025](#))

Confidentiality Statement and Release of Information ([IM-020](#))

Media Relations ([AC- 040](#))

Software ([IM-075](#))

Privacy of Personal Health Information ([IM-062](#))

QUALITY AND SAFETY CONDUCT

Quality at Holland Bloorview Kids Rehabilitation Hospital ([AC-060](#))

Accident/Incident Reporting Procedure –Staff ([OHS-205](#))

Incident Reports – Client ([CF-120](#))

Management of a Critical Event Involving Clients ([CF-131](#))

Medication Treatment Incident Discrepancy ([NPR 525](#))

Critical Incident/Accident ([OHS 225](#))

Assault – Physical and Sexual ([CF 030](#))

Workplace Violence ([HR-530](#))

Disclosure of Adverse Events ([CF-093](#))

TEACHING AND RESEARCH

Policies are under review

CONFLICT OF INTEREST

Conflict of Interest ([HR 437](#))

Finance Code of Conduct – Business ([FIN-025](#))

Hiring of Relatives ([HR 835](#))

Purchasing and Tendering ([FIN 060](#))

Conflict of Interest, Research Conflict of Interest Policy ([BG 035](#))

Private Practice Policy ([HR 495](#))

Relationships with Clients and Families of Clients ([HR 500](#))

VALUING DIVERSITY

Anti-Workplace Harassment ([HR-405](#))