Standards of Conduct

1. Introduction

Description

The purpose of this policy is to establish minimum standards of conduct for all Staff.

Vancouver Coastal Health (VCH) expects Staff to adhere to the highest standards of conduct with respect to ethical and professional behaviour.

VCH staff will refer to this Policy to provide them with guidance on appropriate conduct, in addition to any other professional code of ethics or standards of practice to which they are bound.

Scope

This policy applies to all Staff.

2. Policy

2.1. Email Access

Staff are responsible for being aware of VCH policies that govern their activities and behaviour (as may be created and updated by VCH from time to time) and must ensure compliance with such policies.

All non-medical staff will receive a VCH email account and are to access their account when they are at work at least once per week. Staff should notify their supervisor where they do not receive a minimum of 15 minutes of access to a computer during work time.

All Medical staff must provide VCH Medical Affairs with an email address and are to respond to the email address in a timely manner.

2.2. Integrity & Conduct

Staff will address their full attention during working hours to carry out their duties and responsibilities and to further the interests of VCH.

VCH will not tolerate the use of substance that affects job performance, behaviours, safety, and/or attendance. If an Employee is suspected of being impaired he/she will be removed from the workplace by a Manager to eliminate any safety risk to our patients, staff and the public. All VCH staff are responsible to report any unsafe work acts they observe to the Supervisor, who will investigate the concern.
Activities outside of work must not impact on a staff member’s ability to perform his/her job during working hours.

Staff receiving paid sick leave from VCH must not work elsewhere without VCH approval. Approval will only be granted where medical proof, satisfactory to VCH, recommends the alternate employment as part of a treatment/rehabilitation program. Wages earned during the approved alternate employment shall be paid, upon receipt, to VCHA. The staff member’s sick leave bank will be credited for the number of hours represented by the payment.

2.3. Public Communication

Staff must avoid representing the official position of VCH unless appropriate approval has been obtained from Communications and Public Affairs and/or senior management. Staff may respond to questions and queries from the public within their immediate duties and refer queries beyond their immediate duties to Communications and Public Affairs or to senior management.

Public Statements
• Staff making public statements on personal issues must not represent themselves as VCH staff.

Media Relations
• Written media releases on behalf of VCH, its programs or services are issued only by Communications and Public Affairs or the CEO, unless pre-authorized by Communications and Public Affairs.
• Calls from the media should be referred immediately to Communications and Public Affairs unless the inquiry is regarding technical or procedural matters.

Staff must report all media contact immediately to Communications and Public Affairs. Information that is available to the public can be provided to the media. However, all media inquiries should be discussed with the staff member’s manager. Where there is uncertainty about the appropriateness of the response, Communications and Public Affairs must be notified before a response is given.

2.4. Political Activity

Staff must ensure that any political activity undertaken is clearly separated from activities related to their employment. Staff must not engage in political activities during working hours or use VCH facilities, equipment or resources in support of these activities.
2.5. **Misuse of VCH Property**

Staff require approval from their manager to use VCH property, including equipment, materials, and information for personal purposes.

Internet usage by Staff during work hours or on VCH owned computer equipment must be able to survive public scrutiny and/or disclosure. Staff must avoid accessing sites that could reasonably be expected to bring VCH into disrepute or negatively affect VCH’s reputation in the community, including sites that display Offensive Material.

Staff must only use VCH communication tools, including computers and telephones, for legitimate business purposes. Staff may, from time to time, use communication tools for limited personal use which does not involve the reproduction, dissemination or handling of Offensive Material or is otherwise contrary to law or the employment obligations of the Staff member. If a communication tool is used for non-VCH purposes the employee will pay for any costs attributable to such use.

2.6. **Responsibilities**

2.6.1. **Staff**

Staff are responsible for complying with this Policy, and for any VCH policy that govern their activities and behaviour.

2.6.2. **Management**

Management is responsible for supervising Staff compliance with this Policy, and with any VCH policy that governs the activities and behaviour of Staff, within the scope of their responsibilities.

2.6.3. **Employee Engagement**

Employee engagement is responsible for the maintenance and operation of this Policy.

2.7. **Compliance**

The requirement to comply with these standards of conduct is a condition of employment. Employees who fail to comply with this policy may be subject to disciplinary action up to and including dismissal.

3. **References**

*Tools, Forms and Guidelines*

- None
Related Policies

- Conflict of Interest
- Information Privacy and Confidentiality
- Respectful Workplace and Human Rights
- Whistleblower
- Social Media, Websites and Online Communication

Keywords

Standards of Conduct, Integrity, Political Activity, Personal Use, Equipment, Communications, Media, Public, Employee Engagement

Definitions

“Staff” means staff, employees, researchers, students, volunteers and medical staff who are engaged by VCH;

“Offensive Material” includes but is not limited to, pornography, hate literature or any material which contravenes the BC Human Rights Act;

Questions

Contact: Employee Engagement

Issued by:

Name: [Signature] Title: Vice President, Employee Engagement Date: May 25, 2015

Signature of issuing official