



Code of Conduct/Behaviours Volunteer Orientation

Positive Service Environment

- ▶ We all come to provide service and do a great job
- ▶ We all want to volunteer in a safe, healthy and respectful environment
- ▶ The GHVA recruits competent volunteers and provide training and support for continued learning and growth
- ▶ Our success and our hospital's excellent reputation comes more from how we do what we do, rather than what we do.
- ▶ Code of Behaviours lays a foundation and expectation for positive interactions supporting a positive volunteer experience.

Code of Behaviors

- ▶ Describes our hospitals' behaviour expectations and our expectations of each other
- ▶ Supports our organizational values
- ▶ Focuses on positive behaviors for positive outcomes
- ▶ When we act according to the Code of Behaviours, we create an environment that supports patient/client safety, and provides a safe, healthy and respectful work environment for everyone.

Code of Conduct



- ▶ All staff and volunteers are required to comply with the Hospital's Code of Behaviours when performing their duties and functions in a manner that bears public scrutiny and promotes a safe, healthy and respectful environment.
- ▶ All staff and volunteers must adhere to all policies and procedures established by their individual organization.

- ▶ Code of Conduct includes the following organizational policies:
 - Discrimination/Harrassment including sexual harrassment
 - Accessibility
 - Confidentiality
 - Violence in the Workplace



Code of Behaviours



▶ I PLEDGE TO:

1. **Communicate Effectively**
2. **Contribute to a Teamwork Environment**
3. **Display a Positive Attitude**
4. **Demonstrate Professionalism**
5. **Take Responsibility for my own individual Leadership**

Communicate Effectively by:

- ▶ Actively listening and seeking clarification
- ▶ Being present and engaged
- ▶ Being approachable and open to sharing ideas and knowledge; allowing for freedom of expression
- ▶ Acknowledging non-verbal cues
- ▶ Actively participating in the conflict resolution process
- ▶ Leveraging and appropriately utilizing technology

Contribute to a Teamwork Environment by:

- ▶ Actively participating, contributing and listening
- ▶ Cooperating–sharing resources and knowledge
- ▶ Acknowledging and accepting strengths and differences
- ▶ Partnering and building relationships to facilitate an open environment
- ▶ Gaining understanding for all roles within the organization and recognizing the value and contributions of each

Display a Positive Attitude by:

- ▶ Being Genuine, friendly and courteous
- ▶ Treating others with patience, understanding, consideration and humility
- ▶ Injecting humour and fun into the environment



Demonstrate Professionalism by:

- ▶ Maintaining competency for excellence in my role
- ▶ Supporting a learning environment through my willingness to teach and to learn
- ▶ Using best practices and evidence while challenging the process
- ▶ Promoting the use of appropriate forums to encourage ongoing learning
- ▶ Upholding a high standard of personal conduct

Take Responsibility for my Own Individual Leadership by:

- ▶ Leading by example and modeling positive behaviors
- ▶ Addressing concerns, seeking resolution and communicating outcomes
- ▶ Demonstrating resourcefulness
- ▶ Participating in problem solving
- ▶ Being proactive and contributing
- ▶ Being an agent for change



Resources

- ▶ Code of Behaviours is displayed on the Violence Prevention bulletin board at each site
- ▶ Manager Volunteer Association -Ext 3206
- ▶ Manager New to You
- ▶ Groves Hospital Employee Relations -ext 3226

