

CODE OF CONDUCT

HAWKESBURY AND DISTRICT GENERAL HOSPITAL



COMPASSION
INNOVATION
EXCELLENCE

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

At HGH, we believe that quality care begins with how we treat one another. A respectful, caring, and inclusive workplace allows everyone to feel supported, to perform at their best, and, above all, to provide compassionate care to our patients and their families.

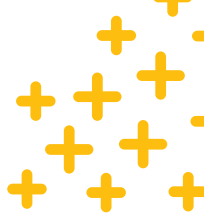
The Code of Conduct is based on our values—thoughtfulness, collaboration, integrity, quality, and respect—and guides us in our daily actions. It also supports the journey we have collectively embarked upon through our 2025-2029 Strategic Plan, which focuses on engaged teams, a healthy culture, and trusting relationships to meet the real needs of our community.

Being part of HGH means being part of a larger family. It means caring for one another, embracing differences, valuing bilingualism, and acting with professionalism, fairness, and respect, regardless of our role.

This Code cannot anticipate every situation, but it remains an anchor to guide our decisions and actions. I invite you to use it as a guide, to exercise good judgment, and to seek advice when necessary. Together, we continue to build a workplace where people can grow and where every patient is welcomed and cared for as one of our own.



Frédéric Beauchemin
Chief Executive Officer



VISION, MISSION & VALUES

Our Vision

Reimagining healthcare for Canadians beyond our cities.

Our Mission

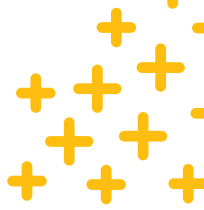
- + At HGH, we are **family**, taking care of you as one of our own.
- + Provide exceptional **bilingual services** while embracing the hospital's **Franco-Ontarian Heritage**.
- + **Compassion, Innovation** and **Excellence** leading our way.

Our Values

- + Collaboration
- + Integrity
- + Quality
- + Respect
- + Thoughtfulness







HGH'S CODE OF CONDUCT

What is the Code of Conduct?

The Code of Conduct is a tool that helps you understand and embody HGH's values in the performance of your duties. It defines the expected behaviours and principles that guide each of us in our actions and decisions. It complements hospital policies and serves as a reference to foster a climate of trust, respect, and collaboration.

Why the Code of Conduct?

The Code of Conduct aims to:

- Clarify your responsibilities and the behaviours expected within the organization.
- Create and maintain a safe, respectful, and inclusive work environment conducive to the delivery of high-quality care and services.
- Foster a culture where everyone knows their role and contributes to the collective mission.
- Make HGH a workplace where it is good to grow, learn, and collaborate.

To Whom Does the Code Apply To?

The Code of Conduct applies to all HGH employees, physicians, board members, and volunteers, regardless of their role or workplace.

Compliance with the Code of Conduct

You are responsible for reading, understanding, and complying with the Code of Conduct and hospital policies that apply to your work.

Questions or Violations of the Code

If you have concerns about a situation or moral dilemma, or if you witness a breach of the Code of Conduct, please notify your manager or contact Human Resources as soon as possible.

+ [Disciplinary Measures](#)

+ [Whistleblower Policy](#)

VALUES AND EXPECTED BEHAVIOURS

HGH endorses five core values that guide our daily actions and shape our behaviour.

THOUGHTFULNESS

Inspired by kindness, support every patient, family, and colleague, celebrate their uniqueness, and honour their perspectives.

Examples of thoughtfulness-related behaviours

- Treat others as we would like to be treated.
- Take the time to talk to and listen to patients and their families.
- Act in the best interests and for the well-being of patients and families.
- Respect the dignity, privacy and personal space of patients.

COLLABORATION

One team, every voice valued—partnering with patients and families for informed, shared decisions.

Examples of collaboration-related behaviours

- Actively participate in team meetings.
- Share all information that is relevant and useful to advance projects and improve collective performance.
- Treat team members with consideration.
- Offer constructive feedback to support colleagues' work.
- Adopt a positive and open attitude.

INTEGRITY

Uphold uncompromising honesty and ethics in every action and decision, fostering trust.

Examples of integrity-related behaviours

- Perform your work with honesty and professionalism by respecting laws, regulations, policies, and procedures.
- Acting transparently in the interests of the people we serve.
- Setting an example in terms of ethics, professionalism and honesty.

QUALITY

Innovative and personal—our care never stops evolving to raise standards, improve outcomes, and put patients first.

Examples of quality-related behaviours

- Perform your work with rigour and pride while respecting applicable standards.
- Follow established procedures to ensure organized and consistent service delivery.
- Provide the required information and complete reports within the prescribed time limits.
- Follow guidelines for the use of equipment to prevent damage.
- Report any situations or equipment that do not comply with standards, or that could pose a risk to patients and families or employees.

RESPECT

Honour every individual—patient, family, and teammate—by celebrating differences and creating a community where everyone belongs.

Examples of respectful behaviour

- Always be courteous.
- Take others' opinions into account.
- Express yourself in a calm and respectful tone.
- Use the AIDET tool when interacting with patients.
- Respect patients' privacy and dignity.
- Look people in the eye when talking to them.
- Be punctual.
- Protect the privacy of colleagues, patients and their families.



PLEDGE OF COMMITMENT

At HGH, we are committed to providing exceptional bilingual care, marked by compassion, innovation and excellence. Our Code of Conduct reflects this commitment and outlines our responsibilities to our patients and their families, our employees, physicians, volunteers, board members, and our community.

We believe that a safe, inclusive and collaborative workplace is essential to reimagining healthcare beyond cities. Together, we embody our values of thoughtfulness, collaboration, integrity, quality and respect to build a climate of trust and pride shared by all.

Commitment to our Patients and their Families

We place patients and families at the heart of all our decisions. We treat them with thoughtfulness, courtesy and respect, recognizing their dignity, autonomy and rights. We always act in their best interests, in accordance with the highest standards of quality and ethics.

Commitment to our Employees

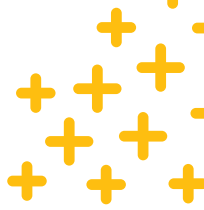
We create a work environment conducive to individual growth and development, where safety, transparency and collaboration reign supreme. We value diversity, encourage mutual respect and support professional fulfilment so that every employee can fully contribute to HGH's mission.

Commitment to our Physicians

We offer our physicians a collaborative environment, supported by a qualified team and cutting-edge resources. We work together to enable them to provide high-quality care and innovate in service delivery to meet the needs of our community.

Commitment to our Volunteers

We recognize the generosity and essential contribution of our volunteers. Their commitment strengthens our ability to provide compassionate care and create a welcoming environment for patients and their families and our teams. We promote their integration and recognition within the greater HGH family.



Commitment to our Board of Directors

We respect the policies and regulations adopted by our Board of directors and implement strategies aligned with the organization's strategic directions.

Commitment to our Community

We act with leadership and responsibility in the governance of our organization. We strengthen our partnerships with community, institutional and private stakeholders to build an integrated network focused on the needs of our region. Together, we share the responsibility of improving the health and well-being of the population, while maintaining HGH's trust and reputation as a partner of choice.

Commitment to Quality Care

Personalized, Inclusive and Patient-Centred Care

Focusing on what we do best: providing care tailored to each individual's needs, preferences and values. Ensuring that care is accessible, inclusive and respectful of diversity, to improve clinical outcomes and patient satisfaction.

Communicating with Patients — AIDET

HGH uses AIDET, a communication framework that enables employees and physicians to interact with thoughtfulness in order to improve clinical outcomes and the patient experience.

The acronym AIDET stands for:

ACKNOWLEDGE — Greet everyone present

INTRODUCE — Introduce yourself

DURATION — Indicate the duration of the procedure

EXPLANATION — Explain the rest of the procedure

THANK YOU — Thank the patient

Comprehensive training on this topic is available. Please contact your supervisor for more details.



Commitment to Confidentiality and the Protection of Patients' Personal Information and Privacy

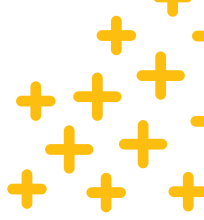
As a hospital, HGH is subject to the *Health Information Protection Act* (HIPA) and the *Access to Information and Protection of Privacy Act* (AIPPA). We have a legal and moral responsibility to protect the privacy, confidentiality and security of our patients' personal information.

Only individuals who require the information to perform their duties are authorized to access a patient's personal information or medical records.

It is forbidden to disclose or discuss personal information about a patient with other employees, other patients or any other person, except when directly required in the performance of your duties. Any unauthorized disclosure may result in disciplinary action, up to and including dismissal.

+ [Patient Privacy](#)





PRINCIPLES OF CONDUCT

In performing your duties, you must always respect the applicable laws, regulations and standards of the Province of Ontario, as well as the by-laws and policies of HGH.

The complete list of HGH policies is available via the HGH Portal under the [Policy Medical](#) section.

1. Accessibility and Inclusion

Accessibility

We are committed to providing an inclusive and accessible environment for all, in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act*, by removing physical, technological and behavioural barriers. Every person, whether a patient or a family member, visitor, employee, physician, or volunteer, should have full access to our facilities, services and communications.

Accessibility is a shared responsibility. You are encouraged to report any situation that may limit access or participation so that corrective measures can be implemented quickly and effectively.

+ [Accessibility for People with Disabilities](#)

Equity, Diversity and Inclusion

Diversity enriches our workplace by bringing varied perspectives that foster creativity, innovation and change. At HGH, we recognize and value individual differences as a collective strength.

You are required to adopt an attitude of openness, respect and collaboration in your relationships with colleagues, patients and their families and visitors. No form of discrimination is tolerated. In accordance with the *Canadian Human Rights Act*, every person is treated with dignity and fairness.



2. Confidentiality and Integrity

Confidentiality and Protection of your Personal Information

Your personal information is strictly confidential. Any information related to salary or employment history may only be disclosed by the Human Resources Department and only with your authorization.

Conflicts of Interest and Acceptance of Gifts

A conflict of interest arises when a personal or private interest is likely to influence, or appears to influence, your professional judgment.

You must:

- Avoid any situation where your personal interests could conflict, either actually or in appearance, with your professional responsibilities.
- Report to your manager any situation that could create an actual or potential conflict.
- Report to Human Resources any situation in which you hold a direct management or supervisory role over a family member or someone closely connected to you.
- Refuse any gift or benefit that could influence your decisions or give the impression of influencing them.

Examples

- Acceptable: symbolic gestures or items of low value (e.g.: small gifts, treats).
- Unacceptable: significant or recurring gifts (e.g.: season tickets, trips, privileges).

+ “Conflit d'intérêts”





Criminal Record

To protect our patients and families, all new hires must provide a criminal record check and a background check for work with vulnerable persons (the type of check required will be specified at the time of hiring). Because our patients are considered vulnerable persons under the *Criminal Records Act*, the police check must show no record at the time of hiring.

You are also required to immediately inform your manager of any criminal convictions received after starting your employment. A conviction directly related to your duties could result in the termination of your employment with HGH.

Employment or Activities Outside HGH

You may engage in other employment or professional activities outside your normal working hours at HGH, subject to the following conditions:

- No actual or perceived conflict of interest.
- Tasks performed outside your normal working hours at HGH.
- No impact on your performance, attendance or the quality of your work.
- Maintenance of your objectivity, impartiality and availability.

Failure to respect these conditions may result in disciplinary measures, up to and including dismissal.

+ “Conflit d’intérêts”

3. Corporate Image and Communications

Spokesperson and Corporate Image

To ensure a consistent image and message, the Chief Executive Officer is the official spokesperson for HGH.

All external communications, including press releases, interviews, advertisements, and public displays, must be coordinated and approved by the Communications and Community Relations Office.

- + [“Pratique de communications”](#)
- + [Use of Social Media](#)
- + [“Règles d’étiquette pour les communications électroniques et les rencontres virtuelles”](#)

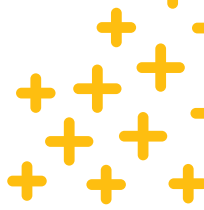
Organizational Reputation

HGH has a reputation based on excellence, integrity and trust. This reputation is a source of pride for all of us and a key strategic asset.

In the performance of your duties, as well as outside of work, including on social media, you must behave in a manner that reflects positively on HGH and avoid any action that could damage its image or credibility.

- + [Use of Social Media](#)





4. Healthy and Safe Workplace

Fragrance-Free and Latex-Free Environment

To protect the health and well-being of our employees, physicians, volunteers, visitors, patients and their families, HGH is a fragrance-free and latex-free workplace. Fragranced or latex products can cause significant allergies in some individuals.



Perfume, cologne, aftershave, essential oils, lotions or any other scented products are not permitted. Thank you for helping to maintain a healthy and safe environment for everyone.

+ [Scent-Free Hospital](#)



Smoke-Free Property

HGH is a smoke-free environment. Smoking and vaping are strictly forbidden, both indoors and outdoors, on all our grounds, including in parking lots and inside parked vehicles. Smoking is also forbidden in vehicles belonging to HGH, regardless of their location.

This policy applies to all employees, physicians, volunteers, patients, families, visitors and suppliers. Failure to comply with this policy may result in a fine and disciplinary measures up to and including dismissal.

+ [Smoke-Free and Tobacco-Free Property](#)



Occupational Health and Safety

The health and safety of everyone are a priority at HGH. We respect all applicable laws and regulations and implement the necessary measures to prevent risks and ensure a safe environment.

As part of your duties, you must:

- Respect health and safety laws, policies and procedures.
- Wear and use the prescribed personal protective equipment (PPE) at all times.
- Work safely to prevent accidents and protect your health and that of others.
- Immediately report any hazards or risks you observe to your supervisor.

+ [Occupational Health & Safety](#)

Violence or Harassment

We are committed to maintaining an environment free from all forms of violence or harassment.

Everyone has a responsibility to contribute to this healthy and safe environment. No acts of harassment or violence will be tolerated.

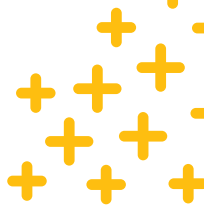
If you witness or are the victim of such a situation, we encourage you to report it without hesitation and as soon as possible to your immediate supervisor or a member of the Human Resources team. You can also fill out a complaint form available on *Policy Medical*.

+ [Workplace Violence Prevention](#)

+ [Workplace Harassment Policy](#)

+ [Whistleblower Policy](#)





5. Attendance and Professional Conduct

Attendance and Presence at Work

Each of us is responsible for reporting to work in accordance with our employment agreement and respecting scheduled work hours.

HGH recognizes that certain obstacles can sometimes interfere with attendance. To support you, we have positive, preventive and proactive measures in place, such as the *Employee Assistance Program (EAP)*, the *Rapid and Safe Return to Work Program*, and other support resources tailored to your needs. If you have any questions or need assistance accessing services, please contact the Occupational Health Manager.

+ [Unplanned Absence Reporting](#)

Dress Code

You must dress appropriately for the type of work you do and consider the healthcare environment in which we work. You are responsible for coming to work in clean, professional attire.

- **UNIFORM:** If you work directly with patients in clinical areas, you must wear a uniform. Uniforms contribute to a professional image and must be clean and in good condition at all times. The following items are not considered appropriate for work: tank tops, leggings, excessively revealing necklines, sweatshirts or hoodies, clothes with drawstrings, and visible undergarments.
- **FOOTWEAR:** If you work in patient care areas, inpatient services, laboratories, or any other area with a risk of chemical, biological, or radiological exposure, needle stick, or other physical injuries, you must wear appropriate footwear. Footwear must be fully enclosed, sturdy in design, and have a low heel.
- **OTHER ATTIRE:** The following items are not considered appropriate for work: clothing that drags on the floor, short dresses, skirts, or shirts, torn clothing, shorts (including Bermuda shorts), pyjama pants, tank tops, leggings, clothing with excessive cleavage, see-through clothing, sweatshirts or hooded sweatshirts, clothing with drawstrings, and visible underwear.

+ [Dress Code and Personal Care](#)

Substance Use

It is strictly forbidden to consume, possess, distribute, sell or be under the influence of drugs, cannabis or alcohol during working hours. Failure to respect this rule may result in disciplinary action, up to and including dismissal.

Certain prescription medications may also impair your abilities. If this is the case, you must notify your manager.

If you are experiencing difficulties related to alcohol or drug use, online courses and counselling services are available through the Homewood Pathfinder interface of the *Employee Assistance Program*.

+ [Substance Abuse and Use in the Workplace](#)

6. Technology and Resources

Technological Tools and Cybersecurity

The technological tools made available to you are provided for professional purposes and must be used responsibly and securely.

Everyone's vigilance is essential to protect HGH from cyberattacks. We all play an active role in preventing incidents and protecting HGH's information systems.

+ ["Règles d'étiquette pour les communications électroniques et les rencontres virtuelles"](#)

+ [HGH's Information Technology and Information Systems Services and User Responsibilities](#)

+ [Management and Utilization of Mobile Devices](#)

Use of Organization Assets and Tools

HGH assets, equipment and resources must be used for professional purposes only. You are responsible for ensuring their proper use and protecting them from loss, theft, damage or misuse.



BREACH OF THE CODE

HGH believes in a just culture, meaning an environment where everyone can confidently express their concerns, difficulties or mistakes in order to learn from them and improve the functioning of the organization. We all play a vital role in maintaining a healthy and safe workplace. When a situation does not respect the Code of Conduct, we encourage you to discuss it so that we can find solutions together.

If you witness inappropriate behaviour or have reasonable grounds to believe that someone has committed or is about to commit an act that violates the Code of Conduct, you are required to report it as soon as possible. Reports can be made in confidence, without fear of reprisal.

Reports can be submitted in writing, confidentially and anonymously, to the Human Resources Department. Any situation involving harassment, violence, discrimination or abuse will be dealt with promptly and in accordance with the investigation processes in place.

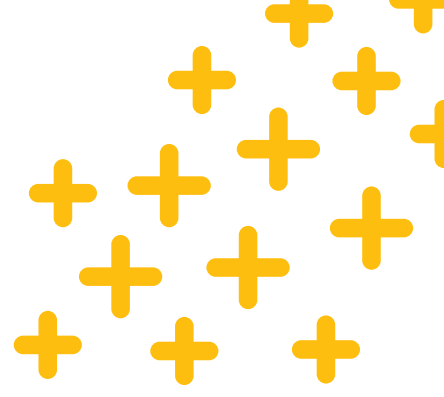
+ ["Gestion des plaintes des employés"](#)

+ [Whistleblower Policy](#)

Need Help or Support?

Your manager is usually your first point of contact. They are also the best people to listen to you; answer your questions and help you find solutions. If you have already expressed your concerns and would like additional support, or for any other reason, please do not hesitate to contact the Human Resources Department.





COMPASSION
INNOVATION
EXCELLENCE

