

Appendix A: Behaviour at Work Declaration

I, as a member of the team at Quinte Health Care, will conduct myself according to the following valued-based behaviours. I will demonstrate behaviours that are consistent with the Quinte Health Care policies and values.

Imagine It's You

- Demonstrate compassion, empathy, and patience in every interaction and provide effective care and support to our patients, families, and each other.
- Actively strive to consistently meet the expectations of patients and families throughout their experience with QHC.
- Provide a clean, comfortable, and safe environment for our patients, families, and each other.

Respect Everyone

- Treat patients, families, and each other with respect and dignity at all times.
- Demonstrate professionalism in all our interactions and communicate in a courteous and considerate manner with both our language and actions.
- Respect and preserve the rights of patients, families, and each other to privacy and the security of personal information.
- Maintain the confidentiality of hospital business and do not disclose information about the hospital without the proper authorization.

Take Ownership

- Take personal responsibility for our decisions and actions and follow through on our commitments and obligations.
- Carry out our work duties utilizing safe work practices to ensure the safety of ourselves, colleagues, and the patients and families we serve.
- Take active responsibility for the care and use of QHC property and resources and ensure they are used effectively and in a prudent manner.

We All Help Provide Care

- Work as a member of a cohesive team of equally valued partners with consideration of the unique abilities of others.
- Seek input and feedback from others, as appropriate, and resolve conflicts in a respectful manner.
- Encourage patients to be actively involved in their care and provide them with information about their diagnoses and treatments in a manner easily understood so they can make informed decisions.

Always Strive to Improve

- Actively seek opportunities to learn and further improve our daily work, processes and practice.
- Report errors, incidents, and 'near-misses' using the prescribed procedures and identify and help implement opportunities to improve processes and practices.
- Work with collegiality, cooperation and professionalism, and comply with applicable laws, policies, and regulations and ensure valid registrations, re-certifications, and credentialing to continue professional practice.

I have read and understood the *QHC Behaviour at Work Policy* and will undertake to review and inform on the expectations contained in all policies and will conduct myself within the standards outlined.

Signature

Date

Name