



CODE OF CONDUCT – Dundas Manor

To realize our Commitment Statement, staff, contractors and students demonstrate our Core Values through our daily conduct.

This Code of Conduct reflects Dundas Manor's expectations that the highest standards of professional and ethical conduct will be maintained at all times.

- By upholding the Resident Bill of Rights and adhering to a Resident Centred Care philosophy, caring for residents and their families is our very first priority.
- We act respectfully at all times towards those with whom we interact. We do not tolerate behavior that is abusive, insubordinate, humiliating, harassing, exploitive, vexatious, undermining, threatening, or discriminatory.
- We are vigilant regarding the safety and security of each other, those we serve and of their personal belongings. We always follow safe work practices and respect the confidentiality of personal and privileged information of our residents, staff and organization.
- We will use resources wisely and not misuse, waste, steal, or abuse time, materials, equipment or the property of Dundas Manor and its staff and residents.
- Personal Cell phones will never be carried or used in resident care areas or in any department of work. Cell phone use is restricted to staff lounge areas & outside the home during assigned breaks on all shifts and in all departments.
- We will demonstrate honesty, integrity, transparency, diligence and care at all times.
- We will carry out our responsibilities to the very best of our abilities. We will ask questions if we don't understand something. We devote our full care and attention to our work while on duty. We cooperate with each other to provide our residents with the very best resident experience.

- We will act ethically at all times and we will not accept money or materially significant gifts from the people we serve. We will make ethical decisions regarding their well-being and we shall declare and / or resolve any conflicts of interest or ethical issues.
- We will maintain a positive outlook and professional appearance. We will wear suitable clothing and / or uniforms, adhering to the homes approved dress code and uniform policy.
- We will comply with Dundas Manor's policies, procedures, directives, guidelines and applicable professional standards.
- We understand that this Code of Conduct will govern us at all times but does not specifically address every situation / interaction. We are all responsible for our own behaviour.
- All staff, contractors and students have a responsibility to report breaches of this Code of Conduct to their immediate supervisor/Administrator.
- We are Ladies and Gentlemen serving Ladies and Gentlemen

I have read & reviewed the contents of the Code of Conduct and my signature below indicates my understanding of the expectations of Dundas Manor.

Print Name: _____

Signature: _____

Date (dd/mm/yy): _____