



Code of Conduct

Working together with HART (Honesty, Accountability, Respect & Teamwork)

HONESTY

We act with compassion, kindness and integrity while respecting each person's privacy and dignity.

- ✓ In each interaction, I acknowledge the patient/resident/client, introduce myself, provide explanations, set expectations and thank them when required and appropriate (AIDET).
- ✓ I protect the personal privacy and information of our patients/residents/clients/volunteers and staff.
- ✓ I make every effort to address the needs of our patients/residents/clients/volunteers/staff
- ✓ I will consider the impact of my actions or comments to ensure I am forthright and fair.

ACCOUNTABILITY

We conduct ourselves with the highest standard of personal and professional behavior.

- ✓ I take responsibility for my work and follow through with all tasks doing what I say I will do
- ✓ I come to work on time and on a regular and reliable basis while following ARH policies and procedures
- ✓ I understand and work toward supporting the vision, mission and values of ARH
- ✓ I support and recognize the positive qualities of ARH, our patients/residents/clients and staff

RESPECT

We treat each other as we would like to be treated.

- ✓ I acknowledge and greet others and speak in a manner that is easily understood as considerate and empathetic.
- ✓ I value the contributions of all members of the team regardless of role or title and participate in active listening
- ✓ I will avoid negativity, gossip and derogatory comments about others either in their presence or behind their back.
- ✓ I understand that a respectful workplace is everyone's responsibility and starts with me

TEAMWORK

We work together for the care and safety of our patients, residents, clients, community and one another.

- ✓ I take personal responsibility and recognize the importance of my contribution to ARH's fulfillment of our vision, mission and goals.
- ✓ I promote cooperation between all services, departments and ARH sites.
- ✓ I take pride in the workplace, while maintaining cleanliness, safety and responsible use of facilities and resources.
- ✓ I am a positive member of my group who collaborates and takes pride in the ARH team as a whole.

I commit to living our values as outlined above

Name (print) _____

Date _____

Signature _____