

## **Code of Conduct**

### **Our Mission**

CAMHS provides a continuum of community-based services, including assessment, treatment, education and support for persons with mental illness and/or addiction concerns within Haldimand and Norfolk Counties.

### **Our Vision**

CAMHS is a leader in community mental health and addiction services, supporting the wellness and recovery journey.

### **Our Purpose**

Partnering for Mental Health and Addiction Wellness

### **Our Values**

**Hope and Optimism:** We will view the present and look to the future as opportunities for new learning and development

**Respect:** We will treat everyone with dignity and courtesy

**Integrity:** We will maintain ethical standards of practice and honesty in our interactions

**Excellence:** We will apply evidence-based best practices striving for clinical service excellence

**Innovation:** We will be creative and open to new ideas and opportunities

We all share a commitment to providing the best quality care for the people that we serve. We take the CAMHS Values seriously as they relate to clients and the community. We recognize the importance of interpersonal relationships with our co-workers and governors and will incorporate our Values when dealing with each other. We have **the right** but also **the responsibility** to foster a workplace that is collegial, caring and respectful.

In order to help ensure that every person working in CAMHS understands how we can create a positive work experience for everyone, we have developed a CAMHS Code of Conduct based on the CAMHS Values – particularly that of Respect.

A Values-Based Code of Conduct describes the behavioural expectations of any given person working in an organization. It outlines the type of behaviours expected in the workplace. For CAMHS, this extends into the community with our outreach activities and community partnerships.

A Values-Based Code of Conduct provides us with a common direction and behavioural expectations; it unites us in working towards creating a healthy and positive work environment.

The Code of Conduct applies equally to everyone in the organization. Everyone has the **right** to expect a positive and respectful working environment. In order to create a respectful work environment, all CAMHS staff and/or governors has the **responsibility** to hold one another accountable for upholding the Values-Based Code of Conduct. Thus, regardless of our position within the organization, we are empowered to respectfully address behaviours we experience or observe that do not align with our organization's values.

<b>R</b> esponsibility	Being accountable for one's own actions and outcomes.
<b>E</b> mpathy	Show appreciation for the feelings and experience of others. Be thoughtful in giving direction and providing feedback.
<b>S</b> upport	Advocate and uphold an environment that positively recognizes diversity. Demonstrate collegial behaviour with co-workers.
<b>P</b> rofessionalism	Adhere to professional, legislative and regulatory standards, CAMHS' Values, policies and procedures; demonstrate integrity.
<b>E</b> ducation	Foster an environment of continuous learning through behaviour that supports innovation and excellence.
<b>C</b> ourtesy	Demonstrate politeness and respect in one's words, deeds and actions. Respectfully clarify understanding to prevent misunderstanding.
<b>T</b> eamwork	Treat all individuals working in CAMHS as valuable members of the team. Treat all individuals in the 'circle of care' of a client as valuable members of the team.

## **CAMHS Staff and/or Governors Accountabilities**

It is the **responsibility of everyone** who works in CAMHS to:

- Read, acknowledge and uphold the CAMHS Values-Based Code of Conduct.
- Ensure that his/her behavior is consistent with the Values-Based Code of Conduct.
- Speak to colleagues when their behaviour is inconsistent with the CAMHS Values-Based Code of Conduct; addressing issues identified directly with the person involved in a confidential, positive, and professional manner, and not expanding to other colleagues.
- Not discuss workplace conduct, concerns and conflicts with or in front of clients, their family and friends, community partners and visitors.
- Reporting continued inappropriate behaviours.

## **CAMHS Leadership Team Accountabilities**

It is the responsibility of each member of the Leadership Team of CAMHS to:

- Ensure that each person working in CAMHS upholds the CAMHS Values-Based Code of Conduct.
- Investigate reports of violations of the CAMHS Values-Based Code of Conduct, document and initiate timely action (e.g. coaching, referral to EAP).
- Contact Human Resources, Norfolk General Hospital when inappropriate behaviour persists and progressive discipline action is required.

## **Reader Response**

I, \_\_\_\_\_

\_\_\_ (initial) Have read and understood the CAMHS' Code of Conduct document

\_\_\_ (initial) Commit to conduct myself in accordance with the CAMHS Code of Conduct

Signature \_\_\_\_\_

Date \_\_\_\_\_