



Prince George Hospice Society  
Code of Conduct  
2020-2021 Edition



*Practicing the Values of Hospice*

# Vision, Mission, and Values

## Vision

Leading excellence in Hospice Care

## Mission

Our compassionate staff and volunteers provide specialized Hospice Care to meet the needs of the person, families, and community through bedside care, outreach, grief support and education.

## Values

### Compassionate Loving Care

Fostering personal relationships through patience and understanding

### Courage

Nurturing a courageous, supportive environment

### Diversity

Celebrating our diversity by honouring cultural differences

### Dignity

Conducting ourselves in an honest and respectful manner

### Integrity

Taking personal responsibility for superior care delivery

### Collaboration

Cultivating collaborative partnerships to provide quality end-of-life care

# Code of Conduct

## Whom this Conduct Applies

The Code of Conduct pertains to all stakeholders of the Prince George Hospice Society (PGHS), including the Board of Directors, executives, employees, visitors, guests, and contractors of the PGHS, inclusive of medical professionals, volunteers, students, and vendors. To foster an environment that adheres to our values, it is the responsibility of everyone associated with the PGHS to hold themselves and others to the Code of Conduct, which will be posted in conspicuous locations in all work sites.

## Purpose and function of the Code of Conduct

The Code of Conduct is a supporting document with the intent to guide Hospice Team Members' behaviour. Hospice Team Members include Hospice staff, volunteers, and those providing services at the Society. The Code is structured around Hospice's Vision, Mission, and Values to define the organizational culture and practice norms expected to achieve the vision of excellence. Furthermore, the Code is essential for evaluating if the values are being practiced and discerning when they are not.

## Leadership Responsibility

While the Code applies equally to all team members at the PGHS, our management staff will act as role models promoting the highest standard of integrity and values. Managers ensure staff understand the Values and what is expected of them. Management will foster an environment that is safe and encouraging for individuals to raise concerns about suspected policy or law violations while ensuring that they are not subsequently subjected to retaliation. Management is responsible for acting quickly and appropriately when a potential breach of policy or law arises.

## Rights and Responsibilities of all team and community members associated with the Society

Hospice Team Members have the right to a safe and accepting work environment; they have the right to feel respected and supported by their team. Individuals have the right to be free from discrimination and harassment of all types and be free from reprisal when lodging a complaint.

## Confidentiality Declaration

I hereby affirm that my position as an employee or volunteer with the Prince George Hospice Society is of a strict confidential nature. I agree that any knowledge gained as a result of my position or my presence within the Hospice Society is, and will remain, confidential. I will exercise care and diligence that the information provided to others is only the information they are entitled to. I will adhere to the Privacy Policies established by the Society in accordance with the Personal Information Protection Act (PIPA) and Freedom of Information and Protection of Privacy Act (FOIPPA).

# Our Values in Action

Guiding Hospice Team Member's behaviour in their everyday activities at Hospice and within the Community.

## *Compassionate Loving Care*

Practice self-care and self-reflection to have the capacity to care for others.

Recognize others' uniqueness and greatness and appreciate others' differences.

Strive to encourage relationships within all areas of Hospice.

Remember, you are working with people, not problems.

Understand all Hospice activities are integral in fostering compassion in our community and the Society.

## *Courage*

Be courageous to have open conversations and speak up if needed.

Deliberately engage with team members with whom you are less familiar.

Know that your team members are there to support you, and you are a support for your team.

Think outside the box. Stay open-minded when others present new methods.

Bolster courage through mentorship, education, and support for others and yourself.

Base your actions on what is ethical and supportive for the Society.

## *Diversity*

Exceed the expectations of those we serve.

Look for opportunities to celebrate the diversity of your team.

Understand the diversity in our community relating to different cultures, grieving styles, funerals, and ceremonies.

## *Dignity*

Conduct yourself in a gracious, professional, and honourable way.  
Be mindful of the environment and adjust your behaviours accordingly.  
Respect your team members as individuals as well as supportive partners.  
Honour the privilege of helping people die and grieve.  
Allow the work to humble you.

## *Integrity*

Be confident in what you are doing; if you are not, ask for help.  
Be self-aware of how your actions influence your environment.  
Practice the philosophy of, "What can I do today to ensure the best possible outcome in service?"  
Base your actions on what will be best for the team.  
Be attentive to your team members and be supportive of their needs.  
Be responsible for your actions and intentions.  
Be professional and provide superior care.

## *Collaboration*

Communicate important updates with everyone in the Society.  
Nurture a compassionate community by continuing to care for all those around us.  
Look for opportunities to collaborate.  
Stay within your scope of practice. If something arises outside of your scope, call on the appropriate team member to help you care for people.  
Work synergistically with your team; the group's outcome is greater than the sum of the individuals.

Signature \_\_\_\_\_