

Northern Neighbours Nurse Practitioner-Led Clinic Code of Conduct

PURPOSE

This policy aims to improve staff accountability and effectiveness and provide general parameters of conduct and dress within which staff are required to operate.

POLICY

Employees are expected, at all times, to observe and maintain the highest standard of conduct in all Clinic-related undertakings and business relationships, whether those events occur on or off the premises.

An employee is considered to be "on duty" and a representative of the Clinic:

- during the hours between the scheduled start to work and quit times, regardless of where the work is performed;
- while in attendance at public functions, training sessions, conferences, workshops or meetings for which the Clinic has paid or will reimburse the majority of the costs; and/or
- while in attendance at community, sports or social events to which access has been provided or gained because of the employee's employment or affiliation with the Clinic.

The following guidelines address some of the most common conduct issues which may arise during the course of employment; however, it is difficult to develop a comprehensive list of all possible conduct issues. Any employee who is concerned that the action they are about to take may conflict with Clinic policy should seek direction from the Clinic Administrator or the Lead Nurse Practitioner (Executive Team (ET)).

Use of Alcohol or Drugs

Working while under the influence of alcoholic and/or other drugs and being impaired while on duty or representing the Clinic will not be tolerated.

Dealings with Patients, Other Staff, and the Public

Verbal abuse, psychological abuse, physical threats or physical violence against a patient, another staff member, or a member of the public while representing the Clinic will not be tolerated. Employees are expected to conduct themselves in a courteous and business-like manner at all times while representing the Clinic.

Confidentiality and Accuracy of Information

No employee shall knowingly make false or deceptive statements in supplying employment related information or data to the Clinic.

The confidentiality of information received in the course of duty concerning patients, other staff, members of the public and Clinic matters must be respected. It is inappropriate to bring operational concerns to members of the general public, physicians, or board members. It is unacceptable to breach the confidentiality of such information or to use such information for

personal gain. It is permissible to give one's opinion while taking part in a confidential survey that is performed for evaluative purposes.

Acceptance of Kickbacks & Gifts

It is unacceptable for any employee to solicit, accept, receive, participate, or benefit from a "kickback". A kickback is a payment, in cash or kind, which is offered in return for directing the Clinic's current or future business to a particular supplier, vendor or sub-contractor or which is offered as an incentive to overlook or breach a legal or Clinic rule.

To preserve the image and integrity of both the employee and the Clinic, "gifts" other than items of very small intrinsic value, such as an advertising novelty, calendar or business diary, should not be accepted. Any client, promoter, supplier, vendor, sub-contractor or member of the public who offers prizes, free merchandise or services of more than a very small intrinsic value should be directed to the ET.

Conflict of Interest

It is the obligation of every employee to ensure that:

- a) the Clinic receives the maximum quality and benefits of services for the price paid; and,
- b) any real or possible conflict of interest is declared.

In particular, purchases on behalf of the Clinic of any goods or services from businesses owned in whole or in part by:

- an employee, or spouse, or relatives of either;
- close friends of the employee conducting the purchase or of an employee; and/or
- of an associated Company.

shall be declared to the ET.

Outside Employment or Business Investments

It is recognized that employees may be involved in investments and other personal financial activities outside of their employment with the Clinic. However, such activities should not be so extensive or time-consuming that the employee is unable to devote full energies and attention to the Clinic's business during normal working hours; and, such activities should not compete with, or conflict in any way with, the business of the Clinic and its associated companies.

Appointment to Agencies, Boards, Commissions or Municipal Committees

Northern Neighbours Nurse Practitioner-Led Clinic (NNNPLC) employees elected or appointed to a Municipal Committee, or to an agency, board or commission must advise the ET of the potential for conflict of interest. During the course of their duties with such organizations, if any matter arises where NNNPLC has an interest (e.g., involving funding, policies, procedures), the employee must disclose the general nature of the conflict to the agency, board, commission or committee and must refrain from participating in the discussion, voting on any question or otherwise influencing the vote on the matter. If the agency, board, commission or committee activities or mandate in its entirety constitutes a conflict of interest with NNNPLC mandate, the employee must apply for a leave of absence without pay.

Personal Use of Clinic Property

The on-site use of Clinic property by employees for personal reasons is not permitted, unless special authorization is granted by the ET.

The off-site use of Clinic property for personal reasons is to be authorized by the ET. An employee who loses or damages equipment or tools used for personal reasons may be held liable for the repair or replacement of the item(s).

Personal use of this equipment or tools should be limited to a reasonable length of time, and is never to be for purposes of financial gain.

PROCEDURE

Staff at NNNPLC will follow appropriate procedures in situations where any individual is exhibiting behavior not in compliance with this Code of Conduct Policy.

- a) New staff will be familiarized with the Code of Conduct Policies and associated procedures during the orientation period.
- b) The ET will be notified as soon as possible during an incident or after it has occurred.
- c) Employees found in violation of acceptable codes of conduct may be subject to disciplinary action up to and including dismissal

Exemption or deviation from this policy is at the discretion of the ET.