

Code of Conduct Renewal – 2016

Central East LHIN Board of Directors

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Presented By:

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Ontario

Local Health Integration
Network

Réseau local d'intégration
des services de santé

Overview

- Background
- Recommendations and Update
- Code of Conduct – Revised
- Next Steps
- Motion to Adopt

Background

Organizational Wellness 2016 - Goal

Ensure the Code of Conduct is being used consistently at all levels in the organization and that there is a culture of follow-up to ensure performance improvement after an employee infraction.

Strategy

- Perform a review of the Code of Conduct and include:
 - ✓ If it is up-to-date in light of LHIN changes and impending expansion
 - ✓ Consideration to be given to added-value points of the CCAC culture
 - ✓ Re-enforcement of the Code of Conduct's importance as a tool to enable everyone to work together
 - ✓ Effectiveness of integration into the LHIN systems and daily work practices
 - ✓ Cultural needs regarding holidays, events, to be explored
 - ✓ Ensure staff representation in the review process

Background (cont'd)

We used the 5th year anniversary of the Code of Conduct to launch the review in August 2016:

Purpose:

- The purpose of the renewal project was to identify and discuss the key issues related to the Code of Conduct, to develop recommendations to update the code and ensure it remains current, usable and relevant, and continues to be a useful resource for all our staff.

- **Process:**

- Review Team
- Input on effectiveness of the code
- Meetings
- Report with recommendations

Recommendations & Update

Recommendations	Status
1. Revise the Code of Conduct Guiding Principles and update any related content in the document:	Completed – January 2017
2. Revise the preamble to address more specifically why it is an important and useful resource.	Completed – January 2017
3. Edit the Code to correct any spelling, language, or prose errors	Completed – January 2017
4. Recognize that management has an additional role in implementing the Code of Conduct – such as supporting, championing and managing the use of the Code of Conduct in their units	Completed; discussed with Senior Team and Directors – January 2017
5. Recognize that every employee at every level is a leader, and as a LHIN collective we have an individual responsibility to practice and model the Code of Conduct every day	Ongoing - all-staff meetings

Recommendations & Update (cont'd)

<p>6. Re-enforce the Code of Conduct in a variety of ways to promote the message that as LHIN leaders we all have an individual responsibility to “live it every day” - including</p> <ul style="list-style-type: none"> • Consideration of the Code principles when organizing social events – e.g. employee preferences, cultures, etc. 	<p>Discussed/considered when organizing the LHIN Christmas event. Ongoing</p>
<ul style="list-style-type: none"> • Using it regularly in meetings – e.g. include it at back of agenda documents, refer to it in evaluating meetings, etc. 	<p>Ongoing</p>
<ul style="list-style-type: none"> • Re-enforce the “why” of the Code, not to use it as a ‘hammer’, and that it provides helpful steps to handle a variety of difficult situations and decision-making to enable us to work together in a highly charged political and changing environment 	<p>Ongoing education at all-staff meetings</p>
<ul style="list-style-type: none"> • Consider ways to recognize successful outcomes in using the Code – e.g. informal recognition 	<p>Peer Recognition Program – March/April</p>
<ul style="list-style-type: none"> • Consider managerial coaching (or a resource) to re-enforce consistent use of the Code of Conduct including in times of high pressure – such as the pressure of Ministry demands and how to approach employees already faced with multiple priorities and sometimes unrealistic deadlines – include a focus on self-awareness, inclusive language, supervisory credibility, employee motivation, communication, recognizing differences, valuing employees, etc. 	<p>Coaching resource to be developed - April/May 2017</p>

Recommendations & Update (cont'd)

7. Implement enhanced resources and tools to support everyone using the Code of Conduct effectively – including	In progress – March/ April 2017
<ul style="list-style-type: none"> • A bi-annual self-reflection questionnaire 	
<ul style="list-style-type: none"> • A self-directed education tool detailing examples of successful use of the code 	In progress – March/ April 2017
<ul style="list-style-type: none"> • Continue regular updates at all-staff meetings 	Ongoing
8. Continue to re-enforce the Code of Conduct and employee's adherence to it through its application in LHIN HR systems and processes such as interviews, training, orientation, employee contracts, Policies & Procedures, Performance Management, conflict resolution, EAP, Job Descriptions (#1 Key Accountability) etc. and ensure there are follow-up steps to monitor compliance and evaluate success.	HR audit in progress currently.
9. Define and implement a 'spontaneous recognition' process in which there are tools (cards, stickies, etc.) available to employees to hand write a "thank-you" note or recognize another employee's behaviour in an informal and 'on-the-spot' way.	Peer Recognition Program – March/April

Recommendations & Update (cont'd)

10. Review and update the French translation as some of the boxes are not aligned.	In progress
11. Flag with the LHIN Renewal Transition Team that consideration be given to a complete review of the Code once LHIN/CCAC transition is complete to reflect the newly merged culture	Develop a LHIN process inclusive with the CCAC to monitor and manage compliance with the code – April 2017.

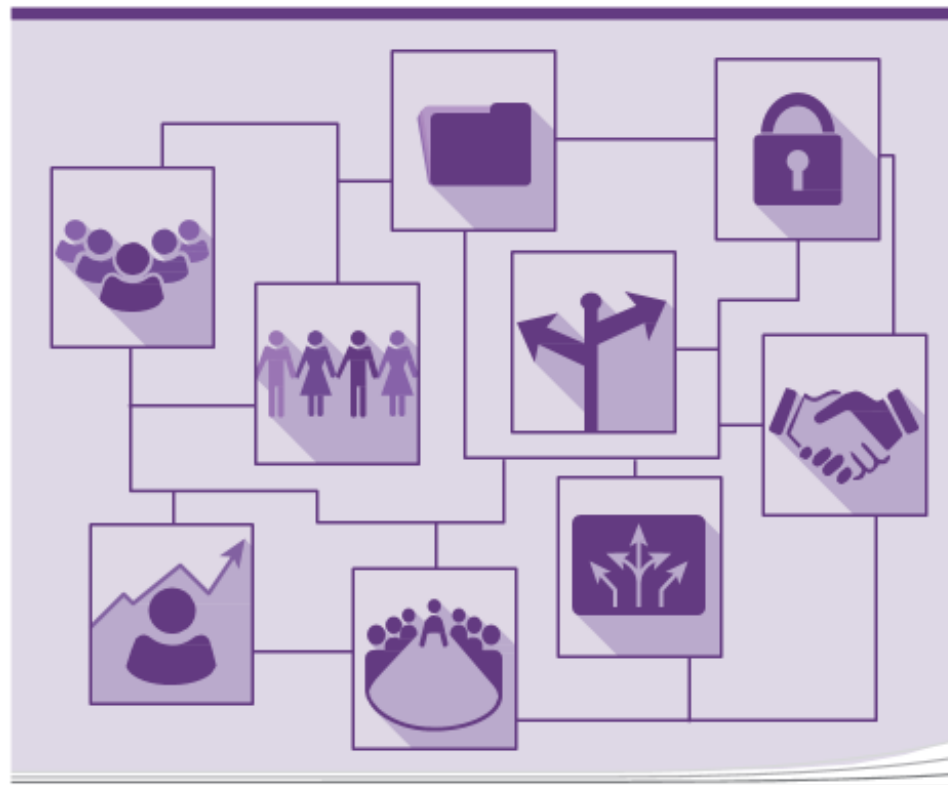
The Code of Conduct Document

On the following slides we present the updated and renewed Code of Conduct. The main updates include:

- A new and modern look – overall formatting and images
- New format for the Code Principles which are also more explicit
- Any grammar, language and spelling errors corrected

Code of Conduct

November 2016



Our Code at a glance – Guiding Principles

We...

Embrace the Central East LHIN's Mission, Vision, Values and the Code of Conduct

Act with honesty and integrity

Treat others with respect and value differences

Advance a professional, safe and supportive work environment

Engage in open, constructive, free of blame, interactions

Declare and manage conflicts of interest

Respect privacy and maintain confidentiality

Are accountable for our actions and decisions

Are consistent and fair in applying the Central East LHIN Policies and Procedures

Next Steps

- Peer Recognition Program (March/April 2017)
- Coaching Resource to be developed (April/May 2017)
- Bi-annual self-reflection questionnaire (March/April 2017)
- Develop a LHIN process inclusive with the CECCAC to monitor and manage compliance with the code (April 2017)

Motion

Be it resolved that the Central East LHIN Board of Directors
adopt the revised Code of Conduct