

# Code of Conduct

## Frequently Asked Questions

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## GENERAL

### What is the Code of Conduct?

The Code of Conduct (Code) outlines principles of conduct that guide our actions, our work, our relationships and how we manage the information and assets entrusted to us.

The Code is rooted in our AHS Values of Compassion, Accountability, Respect, Excellence and Safety. The Code is used with our Vision, Mission, Values & Strategies as a foundation for AHS bylaws, policies, procedures, standards, guidelines, regulations and directives.

### Does the Code apply to me?

The Code applies to everyone who provides care or services or who acts on behalf of AHS. This includes:

- The AHS Official Administrator or Board.
- Employees of AHS and its subsidiaries (Alberta Precision Laboratories, CapitalCare, Carewest) including:
  - Permanent full-time and part-time employees.
  - Probationary full-time and part-time employees.
  - Temporary employees.
  - Casual employees.
  - Resident physicians and individuals employed under an individual consulting or service contract.
- Physicians, dentists, podiatrists, midwives and other allied health professionals with AHS appointment and privileges.
- Researchers working with AHS or studying AHS staff or patients.
- Contractors, students, trainees, educators and volunteers.

### Does the Code only apply when AHS People are working in AHS facilities?

The Code applies regardless of where we're working in our AHS role – in an AHS facility, on the road, or at home.

## CODE OF CONDUCT PRINCIPLES

### How are the AHS principles different from the AHS values?

The AHS principles and values can both help you decide what to do in challenging situations.

The principles in the Code describe how you can put the AHS values into practice. It is not possible to have a rule for every scenario, so the four principles broadly support decision making and behavior.

## What are the Code principles?

The Code principles are:

- Our Code: It Starts with Each of Us
- Our Code: In Our Work
- Our Code: In Our Relationships
- Our Code: Protecting Information & Assets

## What does “1. Our Code: It Starts with Each of Us” mean?

Principle 1 of the Code means that our actions and words define and shape AHS. Our day-to-day activities start with our commitment to individual accountability. We each commit to:

- Behave ethically, take responsibility for our actions, and learn from mistakes.
- Uphold AHS bylaws, principle, directives, policies, procedures, standards and any other applicable documents that guide our actions.
- Consider how what we say or do may impact our own reputation or that of AHS.
- Recognize and address real, potential or perceived conflicts of interest.
- Come forward if you think you have been treated unfairly and support others to do the same.

## What does “2. Our Code: In Our Work” mean?

Principle 2 of the Code means that we are committed to safety and excellence in our work. A commitment to excellence and a patient-safety culture supports better outcomes for patients, fewer adverse events, improved engagement and our overall wellbeing. We each commit to:

- Report safety concerns promptly, recognize our limitations and seek help when needed.
- Promote excellence, while evaluating, and improving the quality, safety and effectiveness of our services and the outcomes of our decisions.
- Communicate effectively and accurately.
- Engage and involve patients, front-line staff and leaders to recognize and respond to risk.

## What does “3. Our Code: In Our Relationships” mean?

Principle 3 of the Code means that we are committed to the values of compassion and respect. Treating each other with compassion and respect is fundamental to fostering an atmosphere of trust where people share and learn from one another and work together to achieve common goals. Strong working relationships help us to achieve our mission and support our well-being. Open and inclusive work environments allow us to experiment with new ideas, to constructively challenge each other, to share information and, in return, to support others. We each commit to:

- Treat everyone with respect and dignity.

- Show empathy and understanding.
- Be sensitive to diversity and inclusion and the unique needs of individuals and groups.
- Recognize and address real, potential or perceived conflicts of interest.
- Listen to and consider ideas and concerns of co-workers and others.
- Communicate in a timely and appropriate manner.
- Be trustworthy.
- Not tolerate workplace harassment or violence in any form.

#### What does “4. Our Code: Protecting Information & Assets” mean?

Principle 4 of the Code means that we are committed to protecting all confidential health and personal information of our patients, co-workers, the public and AHS business information, and complying with relevant legislation.

We protect our resources, including our physical assets and intellectual property. Examples include equipment, facilities, devices, data, technology and networks. We each commit to:

- Protect and be accountable with patients, clients, co-workers and AHS information and assets.
- Promptly report any privacy breaches.
- Collect, use, access, disclose and store the minimum amount of information necessary to comply with laws and effectively perform our work.
- Not engage in public discussions or comments about confidential AHS information, whether it concerns patients, clients, co-workers or AHS business.

### ROLE OF MANAGERS

#### What is the role of managers with the Code?

AHS People who have leadership or management responsibilities – whether as a team lead, supervisor or manager – are uniquely positioned to model integrity, foster AHS values and support a positive work environment. Managers are expected to:

- Listen, especially when someone has something difficult to say.
- Remember that it can be intimidating to speak up.
- Respond to questions and concerns and take action to resolve them as soon as practical.
- Document issues.
- Consult appropriate resources and expertise within AHS to resolve issues.
- Refer issues to your manager, [Human Resources](#) or [Ethics & Compliance](#) as appropriate.

Positive outcomes are more likely to be achieved when managers lead by example, create space for dialogue and address issues with respect and compassion.

## ROLE OF ETHICS & COMPLIANCE

### What is the role of Ethics & Compliance with the Code?

Ethics & Compliance provides guidance on the Code of Conduct and related investigations, questions or concerns.

Ethics & Compliance is not an appeal body for operational, human resources, or policy decisions of AHS, nor established processes such as collective agreements. Further information can be found in [Ethics & Compliance Scope of Services](#).

Ethics & Compliance does not conduct investigations under the Code, but can refer breaches of the Code to Human Resources and/or Medical Affairs for further attention, as appropriate.

## BREACHES

### How do I report a breach of the Code?

Report a breach of the Code by contacting:

- Your manager or next level manager, or your local AHS Human Resources Business Partnership (HRBP) if you are unable to contact your manager
- Your medical or midwifery leader/next level leader
- The AHS Safe Disclosure Line: 1-800-661-9675 (The Safe Disclosure Line is not for reporting concerns about routine AHS operational or HR matters. AHS employees can raise such concerns using existing procedures through their manager, HRBP, or union representative.)
- [Ethics & Compliance](#)

### What can be the consequences for breaching the Code?

Breaches of the Code may result in discipline up to and including termination of employment, appointment/privileges, contractual or other relationship with AHS. For privacy reasons, the person who reports a breach of the Code by another person will not usually receive any information about what discipline has flowed from their report of the breach.

### Can I be punished for reporting a breach of the Code?

No. AHS prohibits any form of retaliation for concerns reported in good faith or for participating in a workplace investigation in good faith.

### How do I report retaliation that arose after I reported a breach of the Code?

Report retaliation as a result of reporting a breach of the Code by contacting:

- Your manager or next level manager, or your local AHS Human Resources Business Partnership (HRBP) if you are unable to contact your manager

- Your medical or midwifery leader/next level leader
- The AHS Safe Disclosure Line: 1-800-661-9675 (The Safe Disclosure Line is not for reporting concerns about routine AHS operational or HR matters. AHS employees can raise such concerns using existing procedures through their manager, HRBP, or union representative.)
- [Ethics & Compliance](#)

**What could happen to someone who has retaliated against me for reporting a breach of the Code?**

AHS People who retaliate against an individual who has brought forward concerns in good faith or who has participated in a workplace investigation in good faith, may face disciplinary action up to and including termination of employment, appointment/privileges, contractual, or any other relationship with AHS.

**What else should I do if I still have questions?**

Contact your manager or [Ethics & Compliance](#).