



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Living our Values

Our values and our code of conduct allow us to care for: residents, clients, tenants; families; and each other (staff, volunteers, students).

By living our values we promise to embrace a collaborative approach to care; learning and growth; and actionable research.

Values	Code of Conduct
<p>COMPASSION</p> <p>Compassion is to understand the condition of others, and to commit oneself to the caring necessary to enhance health and quality of life, and to relieve suffering. We commit to:</p> <ul style="list-style-type: none">• Providing a safe, comfortable, caring and friendly environment, and ensuring a good quality of life;• Maintaining flexibility and adaptability in relationships;• Displaying empathy, tolerance and forgiveness in all interactions.	<ul style="list-style-type: none">• We warmly greet and introduce ourselves to those we serve.• We work hard to meet the needs of those we serve to maximize comfort and quality of life.• We are kind, compassionate and caring in our interactions with each other and those we serve.• We foster a positive environment and do not tolerate abuse, bullying or harassment.
<p>RESPECT</p> <p>Respect is the basis of all of our relationships. Accordingly, we commit to:</p> <ul style="list-style-type: none">• Taking a person- and family-centered approach to care;• Respecting cultural, social, gender, class, spiritual, and linguistic differences;• Maintaining respect for our unique responsibilities to both veteran and community residents;• Respecting privacy and confidentiality;• Respecting all members of the team – their contributions and views are valued, acknowledged and rewarded;• Valuing ongoing and open communication.	<ul style="list-style-type: none">• In applying a person and family-centred approach to care, we involve individuals and their families in making decisions, actively seeking their input, taking into account personal preferences, and respecting their priorities for quality of life and care goals.• We uphold the Residents' Bill of Rights.• We demonstrate respect for each other by listening, seeking to understand, accepting and acknowledging differences.• We recognize each other's contributions, and providing a helping hand when needed.• We respect the privacy and confidentiality of personal and privileged information.

INTEGRITY

Integrity and ethical practice must permeate all actions of the Perley Rideau. We commit to:

- Honesty and trustworthiness in all that we do;
- Being accountable and responsible for all of our actions

- We do not accept money or materially significant gifts from the people we serve.
- We make ethical decisions and respect professional boundaries.
- We immediately report any wrongdoing or unethical behaviour.
- We use time and resources wisely and respect the materials, equipment, and property of the Health Centre and those we serve.
- We serve the community and respect the environment.
- We abide by the Health Centre's policies, procedures, directives, guidelines, and applicable professional standards.

EXCELLENCE

The Perley Rideau is dedicated to achieving excellence in all that we do and commits to:

- Excellent quality of care;
- Employing caring, engaged staff committed to excellence, innovation and continuing improvement;
- Taking pride in what we do.

- We prioritize the safety of ourselves, each other, and those we serve, following safe work practices in all domains.
- We carry out responsibilities to the best of our abilities, devoting our full care and attention to our duties.
- We maintain the highest level of professional skills and competence and support each other to work to full scope of practice.
- We actively work towards continuously improving the care of those we serve.

***“Together we improve
the well-being of the
people we serve.”***

The code of conduct governs our conduct
but does not specifically address every situation.