

CODE OF ETHICS

FOR MEMBERS OF THE CANADIAN COLLEGE OF HEALTH LEADERS



CANADIAN COLLEGE OF HEALTH LEADERS
COLLÈGE CANADIEN DES LEADERS EN SANTÉ

Preamble

In fulfilling their responsibilities, members are expected to maintain high ethical standards in their personal and professional behavior and to act in accordance with the College values. Every management decision affects the health and well being of individuals, organizations and communities; therefore executives must assess the consequences of their decisions and actions and accept responsibility for their results. Members must speak out and strive for the most ethical course of action, both by themselves and through the organizations they lead. All members of the College are required to comply with the Code of Ethics and the related policies and procedures.

The College is committed to providing members with additional resource and reference material to promote awareness and provide guidance with regard to ethical conduct. Members seeking materials or advice can access the College website (www.cchl-ccls.ca) or contact the College.

Members of the College shall maintain a high standard of conduct, and act with fairness, integrity and dignity, and in a manner not detrimental to the interest of the public, their employer, or the College. They shall not violate any laws in the performance of their duties.

Members are expected to:

- Report to the College any member who they have reasonable grounds to believe may have committed an act or failed to act in contravention of the Code.
- Maintain their competence in health care management through continued professional development.
- Support the College in its efforts to advance health care leadership.
- Conduct an annual self-assessment and attest to compliance to the Code.

1.800.363.9056
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A. RESPONSIBILITIES TO INDIVIDUALS*

The member shall:

- A.1 Strive to be exemplary, courteous and tactful in all interactions.
- A.2 Promote the timely communication of rights, responsibilities and information to foster informed decision-making.
- A.3 Respect the customs and beliefs of others in our diverse and multicultural society consistent with the mission of the member's organization.
- A.4 Respect the confidentiality of information, in accordance with relevant legislation and policies.

* *This refers to patients, clients, colleagues, staff, Board, etc.*

B. RESPONSIBILITIES TO THE ORGANIZATION (WHERE APPLICABLE)*

The member shall take a leadership role in an effort to assist the organization to:

- B.1 Serve the public interest.
- B.2 Strive to provide high quality services within the resources available.
- B.3 Communicate truthfully and avoid creating misleading expectations.
- B.4 Employ sound management practices, including prudent use of resources.
- B.5 Promote public understanding of health and health services.
- B.6 Conduct activities in cooperative ways that improve linkages, continuity of care and the health of the community.

* *Organization typically refers to employer including self-employment.*

C. RESPONSIBILITIES TO COMMUNITY AND SOCIETY

In partnership with others, the member shall:

- C.1 Where indicated, seek, by lawful means, changes in policies and practices that adversely impact the health of the community and society.
- C.2 Participate in public dialogue and recommend actions to improve health services and to enhance the health of the population.
- C.3 Strive to identify and meet the health needs of the community.
- C.4 Assess the impact of management, governance and government decisions on the community and society.

D. RESPONSIBILITIES TO THE PROFESSION*

The member shall strive to:

- D.1 Develop, promote and maintain competence in health management.
- D.2 Develop, promote and maintain physical and mental health.
- D.3 Exemplify the College values of: collaboration, commitment, excellence, integrity and life long learning.
- D.4 Promote and assist health executives, students, and others to maintain competence and ethical practice in health services management.

* *College & where applicable, individual's profession(s).*

E. RESPONSIBILITIES TO THE WORK ENVIRONMENT*

The member shall:

- E.1 Promote ethical conduct and best practices for discussing and addressing ethical issues and concerns.
- E.2 Promote a healthy work environment that is safe and harassment-free, and that stimulates and makes the best use of employee skills, knowledge and experience.
- E.3 Promote a safe environment for disclosure of ethical issues.

* *Also includes volunteers, independent contractors, etc.*

F. CONFLICT OF INTEREST

The member shall:

- F.1 Take steps, to the extent possible, to avoid conflict of interest.
- F.2 Conduct all relationships in a manner assuring that management decisions are not compromised by a conflict of interest.
- F.3 Disclose to the appropriate authority any situation (direct, indirect, personal, financial interest, appointment or election) that might create or be perceived to create a potential conflict of interest.
- F.4 Neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing a management decision.
- F.5 Refrain from promoting or endorsing commercial products or services by using College membership and credentials.

NOTE:

- a) Conflict of interest exists when the member uses position, authority or privileged information to:
 1. Obtain or permit an improper benefit, directly or indirectly, or
 2. Obtain or permit an improper benefit for a friend, relative or associate
- b) Gift giving and receiving is generally unacceptable. However, modest, token gifts are permitted depending on the appropriateness, intent and value.

G. RESPONSIBILITY TO THE CODE OF ETHICS

The member shall:

- G.1 Cooperate in administration of the Code.
- G.2 Discuss and attempt to resolve issues of ethical conduct when these arise.
- G.3 Ensure complaints are on "reasonable and probable" grounds to believe a violation of the Code has occurred.
- G.4 Submit a complaint, in writing, to the College President & CEO if the member has reasonable grounds to believe that another member has violated the Code of Ethics.