



Lakeridge Health
Colleague Commitment
2015

Important: On the last slide you will be asked to click on a link to a submission page for your responses. You will then need to write your name and respond to the 4 questions to confirm that you have completed the program. If you have any questions, please do not hesitate to contact us.

Thanks

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Introduction

The purpose of this module is to provide an overview of the following key policies and programs that we have in place to help create and maintain a respectful workplace at Lakeridge Health:

1. Respectful Workplace Policies
2. Privacy and Confidentiality
3. Accessibility
4. Patient Declaration of Values

This module will take approximately 10 minutes to complete.



Objectives

The Lakeridge Health Colleague Commitment process is designed to:

- Ensure all colleagues are aware of the policies and programs outlined in this module
- Ensure all colleagues know where to obtain copies of the policies outlined in this module

After reviewing each section, you will be asked to confirm that you understand that as an expectation of your employment with Lakeridge Health, you commit to abide by the policies and programs outlined in this module.



Respectful Workplace



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Respectful Workplace Policies

Lakeridge Health's Respectful Workplace policies include the following:

1. Code of Conduct
2. Workplace Violence Prevention
3. Workplace Harassment Prevention

Each of these policies were updated in 2015.

Lakeridge Health's Respectful Workplace Policies
are available on the Wave.



Code of Conduct Overview

Lakeridge Health endeavours to create and promote an environment that is professional, collegial, and exemplifies outstanding care and service.

- Interaction with patients, visitors, employees, physicians, volunteers or any other individual shall be conducted with courtesy, respect and dignity.
- All Lakeridge Health colleagues are expected to refrain from conduct that may reasonably be considered offensive to others or disruptive to the workplace or patient care.
- There is also an expectation for individuals to resolve minor disputes or lapses in decorum among themselves. This process is referred to as Conflict Resolution.

Lakeridge Health's Code of Conduct Policy and Conflict Resolution Process are available on the Wave.



Workplace Violence and Harassment Overview

Lakeridge Health's Workplace Violence and Harassment Prevention Policies support a safe and healthy work environment for all employees, patients, visitors, students and privileged staff.

- Harassment, disruptive or disrespectful behaviour in any form will not be tolerated at Lakeridge Health.
- Workplace violence, in any form, will not be tolerated at Lakeridge Health.

Lakeridge Health's Workplace Violence and Harassment Prevention Policies are available on the Wave.



My Commitment: Creating a Respectful Workplace

Please confirm the following:

1. I am aware of Lakeridge Health's Respectful Workplace Policies.
2. I know where to obtain copies of Lakeridge Health's Respectful Workplace Policies.
3. I understand that as an expectation of my employment with Lakeridge Health, I am required to abide by the Respectful Workplace Policies outlined in this module.

Yes, I agree with the statements listed above.



Privacy and Confidentiality



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Privacy and Confidentiality Policies

Lakeridge Health's Privacy and Confidentiality Policies include the following:

1. Personal Health Information Privacy and Protection
2. Confidentiality
3. Statement of Confidentiality

Lakeridge Health's Privacy and Confidentiality Policies are available on the Wave.



Personal Health Information and Privacy Protection

Lakeridge Health is committed to protecting the privacy, confidentiality, and security of all personal health information that is collected, used and disclosed by the organization.

Lakeridge Health staff and affiliates have a legal, ethical, professional, and employment/contractual obligation to protect the confidentiality of personal health information.

Lakeridge Health's Personal Health Information and Privacy Protection Policy is available on the Wave.



Personal Health Information and Privacy Protection Overview

The Personal Health Information and Privacy Protection Policy applies to the following areas of management of personal health information:

- Consent/withdrawal of consent
- Access or use of personal health information
- Release or disclosure of personal health information
- Correction to personal health information
- Electronic transmission of personal health information
- Transporting personal health information
- Security of personal health information
- Auditing the hospital information system
- Breach of privacy



Personal Health Information and Privacy Protection

- Sensitive information obtained in the course of one's affiliation with Lakeridge Health must be held in confidence.
- All reasonable measures will be taken to ensure that sensitive information (personal, patient and corporate) is collected, used and disclosed only in circumstances necessary and authorized, or as necessary in the conduct of the business of the hospital.
- As an employee, or affiliate of Lakeridge Health, all patient, personal and business information required to perform one's duties including information concerning patients, visitors and staff is to be held in strict confidence regardless of the means or method of access to such information e.g., verbal, documented, computerized, etc.
- Confidentiality is a requirement of employment and must be maintained at all times both on and off duty.



Statement of Confidentiality

Instructions: Please review the Statement of Confidentiality below by using the scroll bar on the right hand side. You will be asked to sign your name at the bottom of the document.

Statement of Confidentiality

I agree that I will observe and comply with Lakeridge Health's (LH) confidentiality and privacy policies and procedures.

I understand that I will encounter confidential information in my work with LH. This information will not be accessed, used, or disclosed for purposes other than for which the information is intended and for which I am authorized.

I understand that when I am accessing any information within or external to

Please note that you can read the full Statement of Confidentiality in the Survey section.



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My Commitment: Maintaining Privacy and Confidentiality

Please confirm the following:

1. I am aware of Lakeridge Health's Privacy and Confidentiality Policies.
2. I know where to obtain copies of Lakeridge Health's Privacy and Confidentiality Policies.
3. I have reviewed and signed the Statement of Confidentiality.
4. I understand that as an expectation of my employment with Lakeridge Health, I am required to abide by the Privacy and Confidentiality Policies outlined in this module.

Yes, I agree with the statements listed above.



Accessibility



Accessibility Overview

- People living with disabilities are entitled to certain rights, protections and accommodations under law. These laws include the Ontario Human Rights Code and the Integrated Accessibility Standards Regulation (IASR), created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- The Ontario Human Rights Code (the Code), takes precedence over the AODA, and provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario and applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.



Lakeridge Health's Commitment to Accessibility

Lakeridge Health is committed to providing exceptional and accessible service that respects the dignity and independence of everyone.

- People coming through the doors of Lakeridge Health can expect an equal opportunity to use our programs, services and facilities.
- To comply with AODA, Lakeridge Health reviews its Accessibility Plan at least once every five years and makes annual updates.
- Accessibility resources for all Lakeridge Health colleagues are available on the Wave under Our Hospital: Accessibility.
- Lakeridge Health colleagues needing accommodation should tell their leader about disability-related needs, provide supporting information, and help identify possible accommodation solutions.

Lakeridge Health's Accessibility Plan is available on the Wave.



Providing Accommodations for Accessibility

Lakeridge Health colleagues are encouraged to work to identify and remove barriers before an accommodation is required.

- For example, making a new web page accessible from the start.

Under the Human Rights Code and AODA, there is a legal duty for employers to provide accommodation for people with disabilities to the point of "undue hardship" (e.g., in terms of costs, health or safety issues).



Providing Accessible Information and Communication

When requested, Lakeridge Health colleagues are required to provide information and communication in an accessible manner to people with disabilities. For example:

- Reading written information to a person directly
- Using larger print
- Handwritten notes instead of spoken word

When it is not possible to provide a converted version of the information, Lakeridge Health colleagues must:

- Provide an explanation as to why the information and communications is unconvertible to the individual making the request
- Provide a summary of the information and communications



My Commitment: Creating an Accessible Workplace

Please confirm the following:

1. I am aware that Lakeridge Health has an obligation to abide by the AODA Integrated Accessibility Standards Regulation and Human Rights Code in regards to accessibility.
2. I know where to obtain resources and support in regards to accessibility at Lakeridge Health.

Yes, I agree with the statements listed above.



Patient Declaration of Values



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Patient Declaration of Values Overview

Lakeridge Health is committed to providing our patients and their families with a safe, high quality care experience at our hospitals, and to continuously improve in order to do so.

In consultation with the public, Lakeridge Health has developed a statement outlining what our patients and families value.

This statement, known as the Patient Declaration of Values, will ensure our patient's needs are well-considered throughout their care journey.

Lakeridge Health's Patient Declaration of Values
is available on the Wave.



Patient Declaration of Values

Quality Care: I will receive timely, evidence-based care delivered by professional staff in a safe, caring environment.

Communication: I, or my substitute decision maker, will be provided with timely, accurate and complete health information to support my ability to make informed decisions and actively participate in my care. My decision to give or refuse consent will be respected.

Voice: There are ways for me to have my questions, concerns and compliments regarding my health care experience heard and addressed.

Courtesy and Respect: I will be treated with courtesy and compassion. My abilities, values and beliefs will be respected.

Privacy: My privacy and the confidentiality of my personal health information will be ensured at all times.



My Commitment: Respecting Patient Values

Please confirm the following:

1. I am aware of Lakeridge Health's Patient Declaration of Values.
2. I know where to obtain a copy of Lakeridge Health's Patient Declaration of Values.

Yes, I agree with the statements listed above.



Submitting Instructions

Thank you for completing the Lakeridge Health Colleague Commitment Process.

Important: Please click on the link below (or copy and paste it into your browser) and enter your name and complete the 4 questions to confirm that you have completed the commitment process.

<http://lakeridge.survey.esolutionsgroup.ca/TakeSurvey.aspx?SurveyID=82LI4m2>