Calvary

Code of Conduct

Calvary

Continuing the Mission of the Sisters of the Little Company of Mary

Strategic Intent 2019-2024

You matter. We care about you.

Our Mission

We bring the healing ministry of Jesus to those who are sick, dying and in need through 'being for others':

- in the spirit of Mary standing by her son on Calvary;
- through the provision of quality, responsive and compassionate health, community and aged care services;
- based on Gospel values; and
- in celebration of the rich heritage and story of the Sisters of the Little Company of Mary.

Our Values

Our Vision

As a Catholic Health, Community and Aged Care provider, to excel, and to be recognised as a continuing source of **healing, hope** and **nurturing** to the people and communities we serve.

Our Behaviours

- We will be present, attentive and listen to each other.
- We will recognise the achievements of others.
- We will actively involve each other in decision making.
- We will be transparent.
- We will be accountable for our actions.
- We will not look to shift blame.

Priority: A focus on quality and safety

All staff understand and are supported to perform their roles and responsibilities with maximum effectiveness.

Create respectful, collaborative relationships with patients, residents, clients, families and community partners from which to grow compassionate, person-centered models of care.

Commit to zero preventable harm and reduce the unplanned variation that leads to such harm, prioritising safety and continuous improvement.

Priority: Care of our people and our working environments

Provide safe, equitable workplaces that are welcoming and respectful of all.

Attract and encourage people who value making a difference and are willing to contribute a range of complementary skills, motivated by the spirit of 'being for others'.

Entrust, support and equip people to make their best and most effective contribution to Calvary's mission to provide 'healing, hope and nurturing to the people and communities we serve.'

Priority: Partnering and planning for the present and the future

Anticipate and respond to opportunities that will impact upon the communities that Calvary serves.

Research and innovate to meet health and social needs now and in the future.

Advocate for, and initiate responses to, unmet needs and people experiencing disadvantage in the communities we serve.

Priority: Caring for our resources

Upgrade and maintain our facilities, ICT assets, infrastructure, and work environments and pursue innovative enterprise for the benefit of our people and our environment.

Sustain and develop new sources of funding to serve people now and in the future.

Create opportunities and partnerships to utilise our resources more effectively in the service of others.

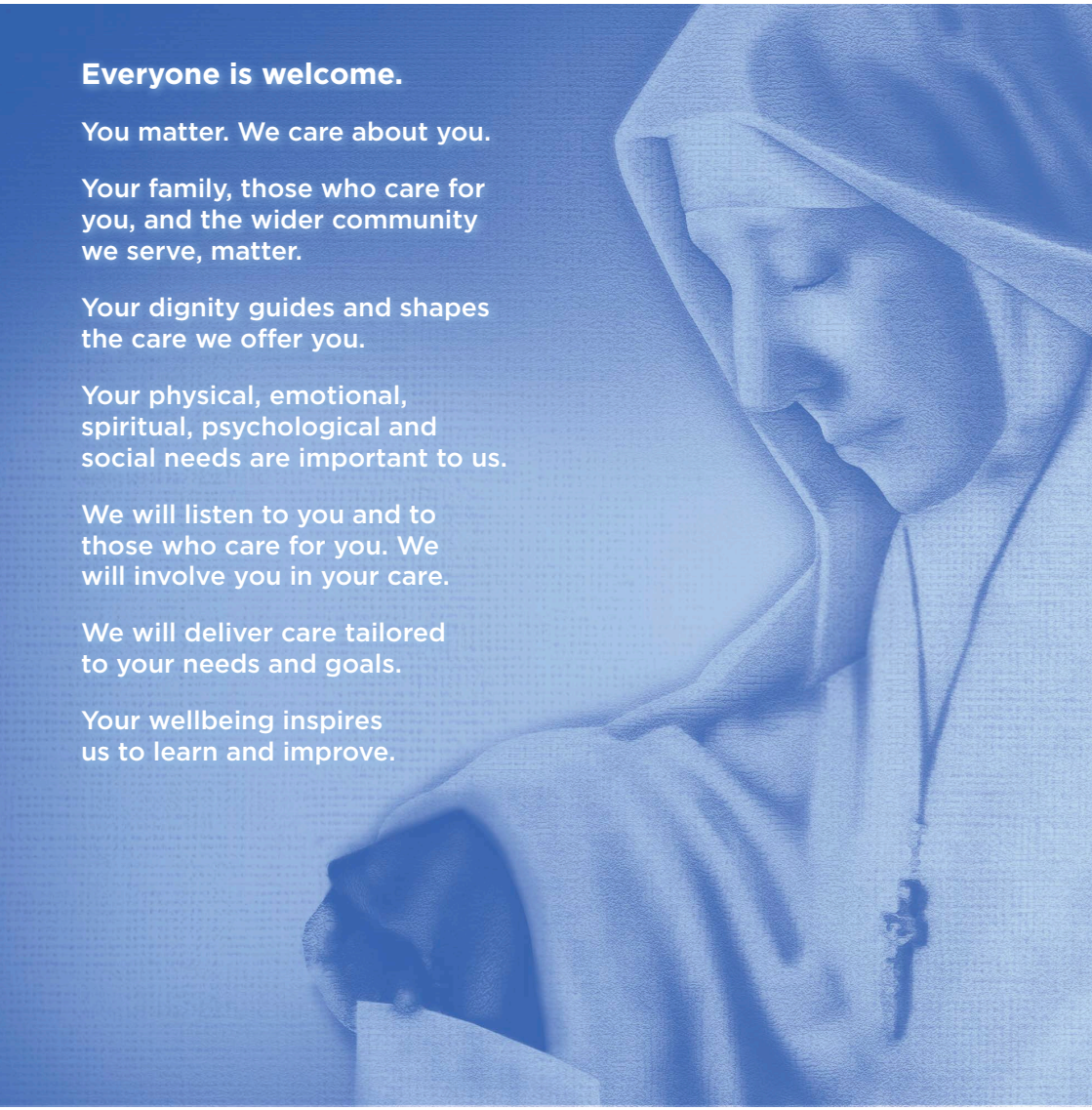
In 5 years' time Calvary will...

Be the health, community and aged care provider of choice, delivering with equity and compassion integrated, seamless, safe and quality care appropriate to the individual and the community's needs.

Spirit of Calvary

Being for others

Hospitality
Healing
Stewardship
Respect



Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.

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Our Vision

As a Catholic Health, Community and Aged Care provider, to excel, and to be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Values

Our Values are visible in how we act and treat each other. We are stewards of the rich heritage of care and compassion of the Little Company of Mary. We are guided by these values:

Hospitality

Hospitality demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.

Healing

Healing demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.

Stewardship

Stewardship recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively now and for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.

Respect

Respect recognises the value and dignity of every person who is associated with our Services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.

As representatives of our company, we strive to act ethically and professionally at all times and in line with our mission, values and Spirit of Calvary.

The Venerable Mary Potter

Introduction

The Calvary Code of Conduct (the Code) has been developed for all employees, contractors, agency staff, volunteers and Visiting Medical Officers (VMOs) (together referred to as staff in this Code). Calvary expects staff to conduct themselves in a manner that is consistent with our core values of:

- Hospitality
- Healing
- Stewardship
- Respect

These values, established as imperatives of the Gospels, the healing ministry of Jesus and the rich tradition of the Sisters of the Little Company of Mary, underpin our mission and the Spirit of Calvary.

As representatives of Calvary, we strive to act ethically and professionally at all times, in accord with our mission, values and the Spirit of Calvary. The Code explains these expectations in more detail. We are expected to comply with the Code whether at work, attending work-related functions, travelling for work or otherwise representing Calvary. All staff are provided access to this Code and asked to acknowledge that they have read and understood the intent and will act accordingly. Your understanding, integration and demonstration of the positive behaviours referenced in the Code will form part of the performance standards required of you, whether you are a new or existing Calvary employee.

The Venerable Mary Potter (left) with Bishop Bagshawe with Little Company of Mary Sisters in Nottingham, England

Hospitality

Hospitality demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.

In the spirit of this value, we are expected to:

- attend promptly to the needs of patients, residents and clients
- respect each person's right to privacy and confidentiality, including complying with privacy laws
- welcome, support and engage with the diversity of people and ideas who make up Calvary
- welcome newcomers and anticipate their needs, ensuring they feel at home
- keep our work environment clean, tidy and welcoming
- make time and take time to assist, listen, support and encourage others and express appreciation for their contributions
- perform each of our roles to the best of our ability, ensuring we demonstrate our commitment of "being for others"

Kanwar Malhotra of Calvary John James rehabilitation team provides encouragement to his patient

We are also expected to avoid these negative behaviours:

- accepting 'near enough is good enough'
- breaching anyone's privacy or confidentiality
- being careless about our working environment
- being dismissive of another person or their ideas, beliefs or contributions
- ignoring others
- using inappropriate communication
- intimidating or talking down to others

"It is our responsibility to value and consider the whole person"

Healing

Healing demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.

In the spirit of this value, we are expected to:

- have an awareness that a person, has many needs, apart from just physical ones, and we need to plan our care appropriately
- exercise care in planning a person's, experience by communicating effectively with them, their family, our staff and the community
- display compassion and empathy when dealing with patients, residents, clients or their family
- seek to engage in ongoing professional development relevant to our area of work
- demonstrate ownership of our role and responsibilities
- show care for our colleagues, people in our care and their family
- take accountability for our actions
- strive for consistency and quality
- support and encourage the access to and information on the entire interdisciplinary team and support services including, but not limited to Pastoral Care, Bereavement and Social Work services
- pursue excellence in care with courage

We are also expected to avoid these negative behaviours:

- acting carelessly or harshly towards the people we serve or collegues
- failing to consider a person's, emotional, social and spiritual needs
- failing to consult and collaborate
- ignoring and condoning poor performance and behaviour
- misleading others or giving false impressions
- displaying negative attitudes
- working outside the scope of our practice, knowledge or skill level, including in ways that might breach relevant laws or regulations
- working outside of research based quality standards
- working with a restrictive but untreated physical or psychological injury or under the influence of substances that can affect behaviour or physical capability

The Venerable Mary Potter

Stewardship

Stewardship recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively now and for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.

In the spirit of this value, we are expected to:

- meet our responsibilities to contribute to patient, resident, client and staff safety and wellbeing by diligently managing risks and immediately reporting hazards, incidents, serious near misses, accidents, illness or injury
- actively support our team's development and performance
- work efficiently and provide high quality care and service
- act lawfully in everything we do and adhere to the Code and other directions of Calvary
- act with integrity when using Calvary material, or representing Calvary
- avoid or declare conflicts of interest
- seek to understand and learn from adverse events
- practice effective time management and be considerate of the time of colleagues
- take responsibility for problem solving and be accountable for our actions
- actively seek to reduce our impact on the natural environment
- be security conscious

We are expected to avoid these negative behaviours:

- placing the health, safety or welfare of ourselves or others at risk, in breach of laws that govern the workplace
- breaching policies, procedures and guidelines
- misrepresenting the company
- committing theft or fraud or other breaches of criminal laws
- withholding information or being neglectful of roles and responsibilities
- being late or using company time inappropriately
- gaining personal benefit from professional relationships
- wasting resources
- overriding or ignoring security measures

"All we have has been given to us as a gift"

Respect

Respect recognises the value and dignity of every person who is associated with our Services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.

In the spirit of this value, we are expected to:

- act in accordance with the nature and purpose of the role each of us has in the Calvary team
- demonstrate that we value the diversity of individuals by the decisions we make and the actions we take
- provide people with care that is sensitive and responsive to their specific needs and which promotes their dignity by respecting their beliefs and, where possible, their choices
- maintain clear and robust professional boundaries
- be honest, clear, timely, empathetic and appropriate when communicating
- follow reasonable directions to involve patients, residents, clients and their families in all aspects of their care
- be team players, valuing each other's contribution
- responsibly engage in social media (Facebook, Twitter etc...)
- be punctual and courteous, and take responsible breaks
- behave in an open, equitable and fair manner
- respect ourselves by caring for and valuing our minds, body and spirit
- respect smoke free workplaces. Only smoke in designated areas (which may be offsite)

“It is our responsibility to care for all with whom we come into contact”

We are expected to avoid these negative behaviours:

- treating a person as a diagnosis or a symptom – stereotyping
- gossiping, judging and putting down others
- being dismissive of another individual’s situation/diagnosis cultural and other beliefs
- blaming others when things go wrong
- physical or psychological abuse of others
- engaging in adverse conversations or behaviours that negatively respond to changes or directions in our team or Calvary
- unlawfully discriminating against others
- causing Calvary reputational damage via the media, social media or other avenues
- bullying or harassing others
- victimising others if they make a complaint or give evidence against another person, including a complaint under discrimination or safety laws
- being under the influence of drugs or alcohol

Martin Bowles, National CEO

How we ensure compliance with our Code of Conduct

- The Code has been developed to provide guidance for a values based approach to work, professional relationships and the performance expected of all staff.
- Behaviour contrary to the Code may be grounds for adverse performance reviews, or disciplinary action including formal warnings, demotion, or termination of employment/engagement.
- Please refer to our group and local policies on grievance and complaint handling. These policies outline options for reporting and escalation of any matter we deem to be a breach of the Code or any of our policies.
- Calvary endeavours to ensure that any person who has a grievance is given the opportunity to present their case and that the decision maker has no personal interest in the matter, no bias as to the outcome, and acts in good faith. Calvary aims to ensure that the process of resolving complaints is transparent without unecessarily compromising confidentiality or the dignity of the individual.

Related policies and processes

All staff are expected to abide by the relevant legislation, Calvary policies, and other guidelines as they relate to our services. Induction and reinduction processes are in place to ensure employees are aware of their performance expectations as well as updates and changes in legislation, Calvary policies and guidelines.

All staff are expected to be fully aware of the avenues available to assist in resolving issues of an ethical nature. Mechanisms are in place to manage ethical issues – both clinical and business. These include application of the *Calvary Speakout Confidential Alert ('Whistle-blower') Procedure, Calvary Grievance Procedure, Calvary Workplace Behaviour Policy, CHA Code of Ethical Standards.*
It could also involve approaches to: formal Ethics or WHS Committees at service or national level; access to external ethics advisers or referral to professional bodies. We encourage staff to access support from peers, local or national executive teams.

The Code is not intended to form part of the terms of any contract, including any contract of employment/ engagement, or to override any relevant laws. Instead, the Code is designed to explain the standards of behaviour that Calvary requires from you, and makes reference to some of the laws that will apply to you when working with Calvary.

The Code may be varied by Calvary at any time at its discretion. Any variation will apply to you. If you have any questions about the Code, please direct your questions to your Manager.

Thank you for taking the time to read the Calvary Code of Conduct and understand how staff are expected to conduct themselves at Calvary and how it relates to the values that we hold within Calvary services.

Registered nurses Russell and Clare with patients Melissa (left) and Olga (right) enjoy each other's company on the bridge linking Calvary Bruce Public and Private hospitals

Calvary

Produced by:
Little Company of Mary Health Care Ltd.

Calvary Code of Conduct, 2019
Little Company of Mary Health Care Ltd. (and all its legal entities) – also referred to as 'Calvary' or the 'company'.
(CC-09/19)