

Professional Environment Policy		
For Policy Office Use Only		
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Policy Sponsor: Chief Executive Officer Policy Author: Chief Talent Officer Dept: Executive Scope/Impact: All CHEO staff, medical staff, learners, volunteers, Board members, students and contractors of CHEO Keywords: Professional Environment, workplace environment, workplace expectations		

1. Purpose

This Professional Environment Policy provides a principle-based framework that defines CHEO's professional environment serving to guide and link together other relevant CHEO policies and procedures that support the maintenance of a professional environment amongst all staff, medical staff, learners and volunteers. Should conflicts, perceived or real, arise between this policy and others, the principles outlined in the Professional Environment Policy take precedence.

This policy framework and the associated policies are designed to:

- Reflect **today's workplace environment and expectations** from patients and families
- Align with our Strategy commitment to **Everyone Belongs and Strong Team**
- Align with our **Mission and Values**
- Maintain the **public trust** and the trust of those who come to CHEO **for care or to work, learn or volunteer**

In keeping with our commitment to the value and importance of diversity in all its forms, this and all underlying policies seek, wherever possible, to establish only the minimal and reasonable limitations on personal expression that are necessary to achieving our Professional Environment as defined.

2. Policy

All staff, medical staff, learners, volunteers, Board members, students and contractors of CHEO (hereinafter referred to as 'individuals') are required to maintain the highest standards of conduct, in order to establish, maintain and enhance CHEO's Professional Environment at all times.

In order to achieve this Professional Environment, CHEO shall maintain a comprehensive suite of policies, procedures, standards and frameworks to which all individuals are required to adhere. This may include specific mandatory review, attestation and training as may be deemed necessary.

CHEO defines a Professional Environment as one that reflects CHEO's mission, values and strategy, its commitment to continuous improvement and learning, and is grounded in the following principles that are necessary to inspire trust and confidence in all patients, families, the public, staff, medical staff, learners, and volunteers.

CHEO and its staff, medical staff, learners, and volunteers will continuously strive to:

- Provide the **highest quality care and services** for children, youth and families in a **welcoming, trusted and inclusive** environment for all as our **top priority**.
- Maintain and actively promote a **respectful and physically, culturally and psychologically safe environment** free from discrimination.
- Listen** to patients, families, the public, staff, medical staff, learners and volunteers and to continuously seek to understand their perspectives and experiences; **consider** ideas, suggestions and feedback in

relation to maintenance of our professional environment; and **receive and respond** to complaints and concerns.

- Maintain **privacy and confidentiality** of personal health information and personal information more broadly of patients, families, staff, medical staff, learners and volunteers
- **Nurture and sustain respectful and reciprocal relationships** with Indigenous peoples, both in our approach to the care we provide and the work environment, by recognizing and honouring Constitutional Rights of First Nations, Inuit and Metis peoples, the principles and protections outlined in the United Nations Declaration of Rights for Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Call to Actions (Health).
- **Integrate** Diversity, Equity, Inclusion and Access commitments and actions in our approach to the care we provide and the work environment
- Use CHEO's **collective expertise and voice** to engage on matters that affect the **health of children and youth** in alignment with our mission and strategy in a non-partisan way and in ways that those who come to CHEO for care, to work, to learn and to volunteer feel safe.

Underpinning this definition of Professional Environment and all of CHEO's programs, services, policies procedures and training is the requirement for CHEO to continuously strive to comply with multiple agreements, legislative and regulatory requirements. CHEO strives to adhere to both the stated requirements and the spirit and principles of legislations, regulations and agreements including but not limited to:

- Human Rights legislation
- Public Hospitals Act
- Union Collective Agreements
- Privacy Legislation
- Employment Standards Legislation
- Occupational Health and Safety Legislation
- Privacy legislation
- Policies & Regulations of Professional Regulatory bodies
- Affiliation agreements with University of Ottawa and other educational institutions
- Broader Public Sector Accountability legislation

CHEO's policy will be applied in alignment with policies and/or procedures as per union collective agreements and affiliation agreements between CHEO and the University of Ottawa (or other educational institution as appropriate).

The policy acknowledges the unique arrangement for medical staff at the hospital who are also Faculty at the University of Ottawa, where each organization's strategic goals and media stance may not always align.

In the event a real or perceived conflict of interest occurs for medical staff, or other staff, where CHEO's policy may differ from that of a regulated profession, union, partner, affiliated organization or affiliated educational institution, individuals should initially adhere to this policy while performing their work at CHEO while reporting their concern and seeking guidance from their immediate supervisor at CHEO, the Medical Staff Office and/or HR, the University, and/or their regulatory body. CHEO will seek to work with individuals and the relevant other parties to resolve any conflicts.

3. Responsibilities

Staff, Medical Staff, and Volunteers are responsible to:

- Abide by the expectations and requirements of this policy, seeking guidance from their immediate supervisor as needed.
- Become knowledgeable about this policy and all associated policies.
- Remain up to date on all related mandatory training
- Report any incidents or concerns

Immediate Managers/Directors and Division/Department Chiefs are responsible to:

- Ensure that their employees, members of the medical staff, volunteers, students/learners and contractors are aware of, and act in compliance with this policy and any related policies.
- Make every effort to establish and maintain adequate systems, procedures and controls to prevent breach of this policy.

Learners (students of all health care provider disciplines and medical students and residents) are responsible to:

- Abide by the expectations and requirements of this policy, seeking guidance from their program director as needed
- Become knowledgeable about this policy and all associated policies at CHEO, their educational institution(s) and any relevant licensing authorities or collective agreements
- Remain up to date on all related mandatory training
- Report any incidents or concerns in accordance with policies and procedures at CHEO and their educational institution(s)

Program Directors and Education Supervisors in collaboration with their own immediate supervisor are responsible to:

- Ensure that their students/learners are aware of and act in compliance with this policy and any other related policies
- Ensure that each reported incident or concern is reviewed in a timely fashion, discussed with their own supervisors and/or other relevant bodies in accordance with their educational role, and that any violations
- Make every effort to establish and maintain adequate systems, procedures and controls to prevent breach of this policy

Vice Presidents, Members of Executive Team and Chief of Staff are responsible to:

- Support their leaders in understanding and implementing this policy with their teams
- Ensure that all reported incidents are reviewed and, when required that appropriate action is taken in a timely fashion and in accordance with the policy
- Work with the University and other affiliated organizations and/or regulatory bodies where applicable to address concerns under this policy as needed

Chief Communications and Branding Officer and Communications team are responsible to:

- Monitor social media and identify issues that could pose risk to the services & reputation of CHEO
- Lead the development of public advocacy strategies and campaigns on approved issues
- Develop social media and media relations policies in alignment with this policy
- Support the executive and HR, when needed, in addressing social media or media relations concerns with individuals

Chief Talent Officer and Human Resources and/or Chief of Staff and MSO are responsible to:

- Ensure that staff, medical staff, volunteers and learners have opportunities to learn about and understand this policy.
- Provide support to individuals including complainants, respondents and supervisors • ensure that all reported incidents are reviewed in a timely manner, and
- Support the executive and Board in overseeing the policy including but not limited to the volume and nature of complaints and actions taken; and feedback received and recommended improvements/changes to the policy

President & CEO, Chief of Staff and Chair of the Board is responsible to:

- Ensure that Executive & Board members acknowledge their understanding and agree to abide by the Policy
- Develop, endorse/approve CHEO's public strategic advocacy positions
- Act as primary spokesperson or determine the most appropriate spokesperson (CEO)
- Ensure that all reported incidents are reviewed and acted upon in a timely manner
- Review feedback related to this policy and update as appropriate to ensure it remains relevant

4. Procedure

To achieve the Professional Environment as set forth in this policy, CHEO shall maintain a strategic plan and follow all internal policies to ensure the following are met:

- A welcoming environment providing high quality care and trusted services
- A respectful and safe environment
- Maintain privacy
- Advance commitment to reconciliation
- Integrate diversity, equity and inclusion
- Advocacy
- Feedback and complaints are heard and addressed

5. Cross-References

- Patient/Client Safety Event Reporting
- Reporting and Investigation of Accidents and Incidents
- Reporting of Infectious Diseases/Events
- Professional Conduct when Disagreeing with Plan of Care
- Family Feedback
- Professional Dress and Personal Accessories
- Substance Use in the Workplace
- Safeguards for Working Alone
- Violence in the Workplace
- Flagging for Violence and Aggression
- Conflict of Interest
- Gifts & Favours
- All CHEO Occupational Health and Safety policies
- Acceptable Use of Information Systems
- Freedom of Information and Protection of Privacy Act (FIPPA)
- Protection of Employee Personal Information
- Access Control to Information Systems
- Social Media
- Media Relations
- Workplace Complaints Reporting Procedure including anonymous reporting
- Patient Experience Reporting
- Terms of Reference for Advisory Councils including but not limited to Family Advisory Council(s), Youth Advisory Council(s)

6. References

Legislation, Agreements & Regulations

- Ontario Human Rights Code, [Human Rights Code, R.S.O. 1990, c. H.19 \(ontario.ca\)](#)
- Employment Standards Act, [Employment Standards Act, 2000, S.O. 2000, c. 41 \(ontario.ca\)](#)
- Occupational Health and Safety Act, [Occupational Health and Safety Act, R.S.O. 1990, c. O.1 \(ontario.ca\)](#)
- Workplace Safety Insurance Act, [Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A \(ontario.ca\)](#)
- Personal Health Information Protection Act, [Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A \(ontario.ca\)](#)
- OSHA Regulation Health Care Facilities, [O. Reg. 67/93: HEALTH CARE AND RESIDENTIAL FACILITIES \(ontario.ca\)](#)
- Broader Public Sector Accountability Act
- ONA Collective Agreement
- OPSEU local 474
- OPSEU local 4109
- LIUNA local 3000
- University of Affiliation Agreement
- Standards of Professional Practice
- Policies of CHEO Research Institute, CHEO Foundation, RNCH

7. Definitions

- **Personal health information (PHI)** includes any information about a patient's care including who the provider is, billing numbers, clinical notes, insurance information and test results. This information can be in the form of a traditional health record as well as any videos or images.
- **Personal information (PI)** includes any information that is identifying – including employee number, address, phone number, etc. This information can come in various forms, including audio, images, records, videos, etc.

Version History:

Date	Type of revisions	List of revisions
Feb 18, 2025	New	Creation of new policy
Pick Date	Revisions	