



# College Code of Conduct

## SCOPE

This document outlines the general expectations for professional standards and conduct of everyone who works directly for or on behalf of the College. That group includes, but is not limited to Council members, Committee members, employees and assessors.

This document does not supersede any other College policy, practice or guideline dealing with professional standards and/or conduct, which are referenced under each section, but rather emphasizes the principles that guide us.

## ETHICAL FRAMEWORK

The College of Physicians and Surgeons of Ontario's mandate is to regulate the practice of Medicine in the public interest. Preserving the trust and confidence of the public starts with us, therefore we have a responsibility to adhere to the highest ethical standards and professional conduct in all our activities.

## REGULATORY COMPLIANCE

Underlying the College's commitment to professional standards and conduct is our obligation to follow legislative requirements and College By-laws. These may include:

- *The Regulated Health Professional Act, 1991*
- *College By-Laws*
- *The Medicine Act, 1991*
- *The Ontario Human Rights Code*
- *The Occupational Health and Safety Act*
- *Accessibility for Ontarians with Disabilities Act*

## EXPECTED STANDARDS AND PROFESSIONAL CONDUCT

### 1. General Expectations

#### 1.1 Statement of Public Interest

It is the duty of the College to "serve and protect the public interest", therefore we must place the public interest in the forefront of our work.

*Council Statement of Public Interest*

## **1.2 Confidentiality and Representation**

At all times, we must represent the College with honesty, integrity and in good faith. We must maintain confidentiality regarding College related information, unless an exception to the duty of confidentiality applies, and we are not to disclose or discuss with another person or entity, outside of our employment duties, or use for our own purpose, confidential information received in our capacity as Employees, Council and/or Committee members.

*RHPA/HPPC  
Council Code of Conduct  
College Confidentiality Agreement  
College Privacy Code  
HR Policy 600*

## **1.3 Conflict of Interest**

We are required to support and advance the interests of the College. We will declare all conflicts of interest (real or perceived, actual or potential, direct or indirect) between our personal or financial interests and the interests of the College. We shall not derive monetary benefit from our relationship with the College (other than reasonable remuneration, including fees, wages, honoraria and expense reimbursement in accordance with College policy).

*Council Code of Conduct  
Section 55 College General Bylaw  
HR Policy 605*

## **1.4 Impartiality/Appearance of Bias**

We will be fair and impartial in fulfilling our College obligations and will not participate in activities in a manner or circumstances that would give rise to a reasonable appearance of bias.

*Impartiality in Decision Making Policy  
Declaration of Adherence*

## **1.5 Communicating with the Media and Public**

Media contact, responses and public discussion of the College's affairs should only be made through the authorized spokespersons. All media requests are managed by communications staff who facilitate the approval process for interviews. No one shall speak or make representations on behalf of the College in any media (print, social media, in person) unless authorized by the President (or, in the President's absence, the Vice President) and the Registrar.

*Council Code of Conduct  
College Media Relations Policy  
College Social Media Policy*

## **1.6 Fiduciary Duty**

All members of Council and Committees of Council stand in a fiduciary relationship to the College and are bound by the obligations that arise out of their fiduciary responsibilities.

*Council Code of Conduct*

## **1.7 Guiding Principles of Service Delivery**

- We are all representatives of the College and our individual actions collectively promote and enhance the College's image and reputation.
- We will make our services accessible to persons with disabilities consistent with our legal obligations and the principles of independence, dignity, integration and equality.
- Each one of us is responsible for performing our work in a timely manner.
- We will listen and work together to resolve matters.
- We will be courteous, respectful, and demonstrate interest in the issue at hand.

- We will make processes transparent and explain them clearly at the outset so that persons interacting with us have clear process expectations.
- We will set service standards and measure our performance.
- We will duly consider service improvement suggestions from all.

*College's Strategic Priorities  
HR Policy 625*

### **1.8 Environment**

We are expected to dress appropriately and present a professional and neat appearance while representing the College.

*HR Policy 615*

We recognize that exposure to strong scents, fragrances or odours can cause extreme discomfort and/or directly impact the health of some individuals. For this reason, the College supports a scent reduction environment. We will refrain from using, wearing or bringing strong scented products and/or materials into the building.

*HR Policy 716*

## **2. Individual Treatment**

### **2.1 Harassment and Discrimination**

The College seeks to foster a positive environment, where all individuals are treated with respect and regarded as equals. This includes adopting and maintaining practices that comply with the *Human Rights Code*, respecting differences, being receptive to the specific needs of individuals and taking steps to accommodate those needs when required.

*Council Code of Conduct  
HR Policy 620*

### **2.2 Protection from Violence and Harassment**

The College is committed to minimizing risk and protecting any individual from violence and harassment while the individual is fulfilling his or her role in the College's regulatory function. CPSO will not tolerate violence or unacceptable behaviour perpetrated by or against employees or anyone who works directly for or on behalf of the College.

*HR Policy 715*

### **2.3 Accessibility for Persons with Disabilities (AODA)**

The College is committed to making all services and programs available and accessible to people with disabilities in a way that respects their dignity and independence.

*HR Policy 625*

### **2.4 Preferential Treatment/Nepotism**

To maintain confidentiality, avoid potential conflicts of interests, prevent favoritism and avoid harmful work related situations, the College will not employ persons related to employees or Council/Committee members.

*Council Code of Conduct  
HR Policy 915*

### 3. Information Management and Technology

#### 3.1 Ownership and Use of Information and Technology

We are provided with access to a wide variety of technology and electronic tools in order to support the work of the College. All information and data generated and stored by College staff on College devices or systems are the exclusive and confidential property of the CPSO and may be subject to periodic monitoring. This may include email, internet activity and electronic files.

We are expected to use College technology responsibly. It is appropriate to use these tools for the following:

- Communicating with employees or external stakeholders to exchange business information where there are no privacy or confidentiality concerns
- Acquiring or sharing information to accomplish assigned responsibilities
- Participating in education or professional development

It is unacceptable to use these tools for any of the following:

- Illegal or harmful purposes
- Sending of unsolicited mailings
- Accessing Pornography or Gaming sites

*Employee Policy Guide*

#### 3.2 Information Practices

The College may collect, use, disclose or retain information, including personal information and personal health information, in order to perform its regulatory functions, fulfill its statutory objects, its obligations as an employer, or where it is permitted or required by law to do so. In doing so, the College will comply with its legal obligations, its Privacy Code, and any relevant corporate policies.

*College Privacy Code  
HR Policy 905*

We are required to comply with obligations to keep information confidential as set out in the *Regulated Health Professions Act, 1991*. Specific guidance on how to comply with these obligations is contained in “Best Practices: Privacy and Confidentiality” and the “Working from Home” Policy. Should individuals become aware that confidential information has been shared inadvertently and that a privacy breach has or may have occurred, they must act in accordance with the CPSO’s Information Breach Protocol.

*Best Practices: Privacy and Confidentiality  
HR Policy 630  
Information Breach Protocol*

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