Code of Ethical Conduct
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The Mount Sinai Hospital Code of Ethical Conduct was created by a multi-disciplinary internal committee consisting of the following members:

- Debbie Fischer (Chair) 
  Senior VP, Organizational Development & Performance
- Dr. Bruce Ballon
  Psychiatrist
- Dr. Maureen Shandling
  Senior VP, Medical
- Jennifer Snider
  Health-Care Consultant
- Jodi Butts
  VP, Corporate Services and General Counsel
- Leslie Rodgers
  VP, Human Resources
- Marylin Kanee
  Diversity and Human Rights Advisor
- Teresa Coelho
  Internal Control Specialist, Finance
- Tess McLean
  Manager, Internal Communications

In developing this Code, we have reviewed the best practices related to Conduct in health care, as well as in other sectors. We are thankful to Holland Bloorview Kids Rehabilitation Hospital, the Centre for Addiction and Mental Health, Hamilton Health Sciences Centre, Markham Stouffville Hospital, St. John’s Rehab, St. Michael’s, the Hospital for Sick Children, Toronto Rehab Institute and University Health Network for sharing their Codes of Conduct with us.
A Message from the President and CEO

Mount Sinai Hospital is dedicated to discovering and delivering the best patient care, research and education with the heart and values true to our heritage. We all play an integral role in helping the Hospital realize this vision, and we are all required to work together to create a work environment that is founded upon the principles and values of integrity, ethics, respect and professionalism.

To support us in shaping and maintaining this culture of integrity, we have written a Code of Ethical Conduct. This Code combines Mount Sinai Hospital’s various policies related to conduct into one overarching, reference document. This Code applies to all of us and is intended to outline the standards of behaviour and working relationships that we are all expected to uphold on a daily basis.

The Mount Sinai Hospital Code of Ethical Conduct is a living document and may evolve over time.

I ask that you read the Code and think about how it applies to your responsibilities at Mount Sinai Hospital.

Joseph Mapa
President and CEO
Executive Summary

Mount Sinai Hospital established a Code of Ethical Conduct to help create and maintain a culture of integrity and to clearly and concisely outline the types of behaviours that are expected in the workplace. It is the responsibility of all Board members, executives and employees of Mount Sinai Hospital, including medical/professional staff, contract staff, volunteers, students, researchers, Foundation and Auxiliary staff and all other employees to act in a manner consistent with this Code and to hold others accountable to its terms and related policies.

All individuals subject to this policy have an obligation to and are required to report violations of the Code of Ethical Conduct. The Hospital has established a procedure that allows persons bound by the Code of Ethical Conduct to safely report unethical and illegal actions, without fear of reprisal. Acts of retaliation or consequence targeted to any member of the Hospital who reports Code violations will not be tolerated and will result in disciplinary action.

The standards of conduct summarized below will help to foster a positive environment for all members of Mount Sinai Hospital and a culture that optimizes patient care, quality and safety.

Standards of Conduct

- Uphold the values of the Hospital: Excellence and Innovation, Patient-Centred Care, Teamwork, Collaboration, Respect and Diversity and Leadership
- Deliver patient care, research, education and support work with professional competence, intellectual honesty and high ethical standards
- Promote the communication of rights, responsibilities and information to foster informed decision making to provide the highest quality of care and safety
- Treat all internal and external members of the community with respect and dignity and without discrimination
- Respect and protect the privacy and confidentiality of all individuals and information subject to relevant legislation and Hospital policies
- Act honestly and responsibly avoiding actual or perceived conflicts of interest
- Promote a safe, secure and healthy work environment for all
- Protect the Hospital’s physical, electronic and intellectual property
- Uphold the policies of Mount Sinai Hospital
Overview and Introduction

What is a Code of Ethical Conduct?

A Code of Ethical Conduct is a tool to help create and maintain a culture of integrity. It is a set of rules that clearly and concisely outline the types of behaviours that are expected in the workplace.

Why is it important to have a Code of Ethical Conduct?

A Code of Ethical Conduct helps unite all of us by providing a set of expectations that we can all follow by using the same behavioural standards. A Code of Ethical Conduct helps to create a safe, secure and healthy work environment in which people are respected and valued as equal team members in the delivery of care.

To whom does the Code of Ethical Conduct apply?

The Code of Ethical Conduct applies to all Board members, executives and employees of Mount Sinai Hospital, including medical/professional staff, contract staff, volunteers, students, researchers, Foundation and Auxiliary staff and all other employees. Without exception, this Code applies equally to everyone at all levels in the organization. We also expect our community partners to know and honour this Code. In order to create a positive work environment, all members of Mount Sinai Hospital hold one another accountable for upholding this Code, which will be posted on our intranet site.

Specific provisions in collective agreements that do not align with this policy will prevail.

How will the Code be monitored?

The Senior Management group of Mount Sinai Hospital has overall responsibility for ensuring the implementation of the Code of Ethical Conduct within the Hospital.

The Human Resources Department is the executive owner of the Code. The Code is also overseen by the Code of Ethical Conduct Advisory Committee, which has representation from Human Resources, Legal Affairs, Medical Affairs, Diversity and Human Rights, Communications, Finance and Senior Management. This Committee reviews the Code annually and will be convened by the Chair, Senior Vice-President, Organizational Development and Performance.

Annually, all individuals subject to this policy will acknowledge their understanding of the Code and acknowledge that they are not in breach of its principles and terms.

* The Mount Sinai Hospital Foundation is a separate corporation with its own governance framework and policies governing conduct. Notwithstanding, given the closeness of the affiliation between the Hospital and the Foundation and its stewardship role with respect to the Mount Sinai Hospital brand, the Foundation voluntarily chooses to govern itself by this Code, as reasonable and applicable in the context of its activities.
Code of Ethical Conduct Accountabilities

All individuals subject to this policy are responsible for:

• Understanding and applying the principles and terms of the Code of Ethical Conduct in your daily work interaction.

• Behaving in a way that is consistent with Mount Sinai Hospital’s Code of Ethical Conduct.

• Assuming ownership and accountability for your own actions and behaviours.

• Speaking to colleagues when their behaviour is inconsistent with the Code — address issues identified directly with the person involved, in a confidential, positive and professional manner.

• Avoiding to discuss workplace conduct, concerns and conflicts in front of others.

• Reporting inappropriate behaviours, as indicated in the Hospital’s Behaviour Policy, to your Supervisor/Manager/Director/Chief: click here.

Management Accountabilities:

The Management group of Mount Sinai Hospital (includes Senior Management, Directors, Department/Program Heads and Chiefs of Service) is responsible for:

• Leading by example by complying with the Code at all times.

• Requiring that each individual under your direction upholds the principles and terms of the Code of Ethical Conduct.

• Creating and maintaining a work environment that encourages collaboration, co-operation and professionalism.

• Promoting an open communication in which issues may be raised for discussion without fear of retaliation.

• Investigating reports of violation of the Code, documenting, initiating appropriate action and seeking advice from subject matter experts when required (i.e. Human Resources, Legal/Privacy Office, Diversity, etc.).
Failure to Comply with the Code and Reporting Violations

All individuals subject to this policy have an obligation to and are required to report violations or suspected violations of the Code of Ethical Conduct, including unethical or illegal conduct. Violation of any provisions of Mount Sinai Hospital’s Code of Ethical Conduct may result in disciplinary action up to and including discharge or loss of privileges at Mount Sinai. Violations may also impact individual performance assessments. Mount Sinai Hospital will investigate all reports of Code violations.

Mount Sinai Hospital has established a procedure that allows persons bound by the Code of Ethical Conduct to safely report violations, illegal and unethical actions, without fear of reprisal. Acts of retaliation or consequence targeted to any member of the Hospital who reports violations to this Code will not be tolerated. Such action will result in disciplinary action. This may include discharge or loss of privileges at Mount Sinai.

Three reporting options are available:

OPTION 1: DIRECT COMMUNICATION

When you encounter an incident where a member of Mount Sinai Hospital is not adhering to the Code of Ethical Conduct, you are encouraged to speak directly, respectfully and privately to that person. You are to advise that person that his/her behaviour is inappropriate and unwelcome.

OPTION 2: SEEK ASSISTANCE

If you do not feel comfortable speaking with the person directly or if you are unable to resolve the issue and/or behaviour persists, you have the option to work together with your Supervisor/Manager/Director/Chief to prepare a report that documents the following information:

• The date and time of the questionable action
• The name of any other persons involved in or who witnessed the action
• The circumstances that precipitated the situation
• A description of the questionable action
• The consequence, if any, of the action as it relates to patient care, staff or Hospital operations
• Any action taken including the date, time, location, action and name(s) of those intervening

Your Supervisor/Manager/Director/Chief will consult with designated subject matter experts such as Human Resources, Legal Affairs, Privacy Office, Diversity and Human Rights, etc., to conduct an investigation that involves all appropriate parties.
OPTION 3: CONFIDENTIAL AND ANONYMOUS REPORTING

All individuals subject to this policy are able to anonymously and confidentially submit reports concerning incidents of suspected wrongdoing or unethical activities.

**Reporting Helpline - 416-586-4800 ext. 7600 (Dial number in FULL)**

Through the internally operated reporting helpline, callers have the option to speak directly with an advisor, who is available to provide advice and to answer questions, or to leave a confidential message recording. All reports received through this helpline will be referred to the relevant department for fact finding and appropriate action. This line will be staffed from Monday through Friday from 9 a.m. to 5 p.m.; however, a message recording can be left at any time of the day.

**Confidential Online Reporting Tool**

A search for “Code of Conduct Reporting” on the Mount Sinai Hospital intranet will lead you to a link for an online reporting tool where employees can submit a report concerning a Code violation or suspected wrongdoing. Reports are submitted on and managed by a secure server, where your email address will not be disclosed; all reports will remain completely confidential. You will receive an auto-generated response confirming receipt of your report. All submitted reports will be referred to the relevant department for fact finding and appropriate action. This service can be accessed at any time of the day.

Because any investigation that takes place as a result of your reporting is only as good as the information it has, you may be asked to provide as many details as possible. For confidentiality reasons, you may not hear about the specific outcome, but you will be informed if the issue has been resolved.

For more information on reporting Code violations and to learn more about reporting options, please contact your Supervisor/Manager/Director/Chief or the Human Resources Department.
Living by Our Values

**Mission**
Discover and deliver the best patient care, research and education with the heart and values true to our heritage.

**Vision**
Provide and be recognized for The Best Medicine.

**Values**
Our fundamental values allow us to serve our patients effectively and distinguish Mount Sinai Hospital and the Samuel Lunenfeld Research Institute as a model health-care centre.

**THESE VALUES INCLUDE:**

- **Excellence and Innovation in Clinical Care, Teaching and Research:** Pursue excellence in everything we do with continuous improvements in quality, service and cost-effectiveness
- **Patient-Centred Care:** Prioritize safety, quality and the patient experience in everything we do
- **Teamwork:** Embrace a collaborative and interdisciplinary approach to clinical care, teaching and research
- **Collaboration:** Establish internal and external partnerships to integrate and co-ordinate patient services effectively
- **Respect and Diversity:** Value and respect the differences of the patients and families who seek our care as well as those who provide that care
- **Leadership:** Promote the development and growth of leaders throughout the organization and continue to allow our leading programs to export our knowledge nationally and internationally
Respect, Rights and Responsibility

Mount Sinai Hospital is committed to fostering a healthy and positive environment that respects the personal worth, dignity and diversity of each member of the Hospital community.

All Individuals Subject to this Policy: Rights and Responsibilities

Every person subject to this policy deserves to be treated fairly and equitably.

You have the right to:

- Work in a respectful environment.
- Be free from discrimination and harassment.
- Be assigned duties, privileges and promotions based on your job description, experience and performance; not on your membership in a specific group.
- Lodge complaints without fear of reprisal.

You have the responsibility to:

- Treat everyone in the Hospital community with respect.
- Provide the same good quality of care and treatment to all patients.
- Report to a Supervisor/Manager/Director/Chief or to the Diversity and Human Rights Advisor any discriminatory or harassing conduct in the Hospital community that you become aware of or witness.
- Make decisions about recruitment, work assignments, educational opportunities, promotions or terminations fairly and equitably.
- Fully and truthfully cooperate with investigations under the Policy.

Patient and Family: Rights and Responsibilities

It is expected that all individuals subject to this policy respect and honour the rights and responsibilities of patients. Patient rights and responsibilities are posted throughout the Hospital in all public and patient care areas.

Patients and Families have the right to:

- Be treated with dignity and respect by everyone in the Hospital.
- Be free from discrimination and harassment.
- Receive, appropriate, accessible and equitable care.
- Lodge complaints without fear of reprisal.

Patients and Families have the responsibility to:

- Treat everyone in the Hospital community, including staff, volunteers and other patients with respect. Special consideration will be taken when a patient is cognitively impaired.

For more information regarding rights and responsibilities, please contact the Diversity and Human Rights Office at ext. 7519, or click here.
Inappropriate Behaviour

Inappropriate behaviour is conducting oneself in a way that is undesirable, unsuitable, improper or incorrect. It is the Hospital’s exclusive right and function to manage the Hospital and direct the workforce so as to maintain order, discipline and efficiency within the organization. It is also the Hospital’s function to establish and enforce rules and regulations to be observed in order that it’s obligations to its patients and the community are carried out.

Examples of inappropriate behaviour or conduct include:

- Comments that are insulting, hurtful, disrespectful or rude.
- Threatening or abusive language directed at an individual.
- Degrading or demanding comments.
- Profanity or similar offensive language.
- Physical behaviour with another individual that is perceived as threatening, intimidating or unwelcome.
- Discussing workplace conduct, concerns and conflicts in front of others.
- Passive-aggressive behaviour — describes behaviour that is passive in expression but is aggressive or malicious in intent and may include non-verbal behaviour or body language that is irritating or offensive.

Please use the following questions to help differentiate between those behaviours that are appropriate for the workplace and those which are not†:

<table>
<thead>
<tr>
<th>Does it align with Mount Sinai’s values?</th>
<th>Does the behaviour uphold the values of Excellence and Innovation, Patient-Centred Care, Teamwork, Collaboration, Respect and Diversity and Leadership?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does it align with the values of my profession/discipline?</td>
<td>Is the behaviour aligned with the Codes and regulations of my professional/regulatory bodies?</td>
</tr>
<tr>
<td>Is it fair?</td>
<td>Does this action gain or allow the gain of privilege or advantage to which I or someone else would not otherwise be entitled? Would I feel fairly treated if I was on the receiving end of this action?</td>
</tr>
<tr>
<td>Can I justify it?</td>
<td>Could I give reason for my behaviour that aligns with the values of Mount Sinai and my profession?</td>
</tr>
<tr>
<td>How will it reflect on the Hospital?</td>
<td>Could my behaviour impact Mount Sinai’s goodwill or reputation?</td>
</tr>
<tr>
<td>Is it legal?</td>
<td>Is my behaviour illegal, unethical or inconsistent with Hospital policies?</td>
</tr>
<tr>
<td>Is it honest?</td>
<td>Does this action attempt to deceive anyone or allow anyone to be deceived?</td>
</tr>
</tbody>
</table>

For more information regarding appropriate behaviour and conduct at Mount Sinai Hospital, please contact the Human Resources Department at ext. 5040, or access the Hospital’s Rules of Behaviour Policy: click here.

Compliance with Laws, Regulations and Hospital Policies

All individuals subject to this policy are expected to be aware of and comply with all applicable laws, regulations and Mount Sinai Hospital policies and procedures. If you are unsure of how this specifically applies to your responsibilities, please do not hesitate to speak with your Supervisor/Manager/Director/Chief or the Human Resources Department.

Every person, across disciplines, is expected to uphold the practices and principles related to his/her respective professional colleges, faculties and regulatory bodies.

Students and Teaching

Teaching, learning and research are central to Mount Sinai’s dedication to The Best Medicine. As an internationally recognized academic health sciences centre affiliated with the University of Toronto, we are committed to teaching and continuous learning. Each year, more than 4,000 students participate in education experiences at the Hospital.

It is important for patients and their families to be explicitly informed that students will be involved in their care and that appropriate supervision and safeguards are in place. All students and faculty are expected to abide by Mount Sinai Hospital’s Code of Ethical Conduct, as well as the policies of their respective faculties and educational institutions. Questions and or concerns regarding this process should be directed to Mount Sinai Hospital’s Medical Vice-President at ext. 8848 and/or the relevant faculties and universities.
Patient Safety Responsibility

Safety Culture
Mount Sinai Hospital is committed to the advancement of its patient safety and quality programs. Its Office of Patient Safety works closely with Senior Leadership, Hospital departments and Centres of Excellence to develop and promote programs that enhance the delivery of safe patient care and to increase the overall value of patient services at the Hospital.

All individuals subject to this Policy have a responsibility to uphold the principles of the Patient Safety Charter.

Disclosure and Transparency
Transparency and disclosure of unexpected outcomes of health-care errors is an important process in ensuring a safe environment where patients and families feel secure and informed. Errors arise more often due to system issues as opposed to simple individual errors, making it necessary to promote a culture of openness where errors are reported.

The Hospital’s Disclosure and Transparency Policy was developed through the Ethics Committee to foster a transparent environment in which errors are acknowledged regardless of whether or not the error resulted in harm to patients. All individuals subject to this policy are obligated and encouraged to disclose health-care errors to affected patients in an appropriate, consistent and timely manner. The Policy describes and directs appropriate action for three categories of events — near misses, no harm/potential for harm and harm.

Click here for policy.

Safety Reporting
To support its commitment to transparency and disclosure, the Hospital has implemented various reporting programs, including the Safety Reporting and Good Catch programs. These programs enable those incidents that actually compromise patient care and workplace safety or those that have the potential to do so to be reported into a central repository for tracking and analysis. All individuals subject to this policy are obligated and encouraged to promptly report adverse events and potential safety hazards and encourage colleagues to do the same.

To learn more about the Hospital’s patient safety programs and its Offices of Patient Safety and Risk Management, please contact the Offices of Patient Safety at ext. 6387/6369 or Risk Management at ext. 2885, or visit the Patient Safety Portal on the Hospital’s intranet: click here.

Patient Safety Charter
Mount Sinai and its staff are dedicated to and accountable for providing the safest possible care to our patients.

The culture at Mount Sinai encourages staff to learn from every experience in patient care.

As an organization, Mount Sinai is committed to creating an environment where safe care can be delivered.

Mount Sinai has set targets and will measure progress in patient safety.

Mount Sinai is dedicated to advancing the science of patient safety.

Safe Care is the Best Care!
Health and Safety Responsibility

It is Mount Sinai Hospital’s goal to provide and maintain an Occupational Health and Safety program which will result in a safe and healthy working environment for everyone. We are committed to complying with or exceeding the requirements set out in the Occupational Health and Safety Act of Ontario, R.S.O. 1990 and its regulations, and all other relevant legislation.

Our compliance and success in reaching these goals rests on a Hospital-wide collaboration.

Accountabilities

Hospital Management is accountable for the health and safety of all of the employees under their supervision. Supervisors/Managers/Directors/Chiefs must require that all employees work in accordance with the Occupational Health and Safety Act and its regulations and the Hospital’s established safe work practices and procedures. Supervisors/Managers/Directors/Chiefs must also require that all equipment is safe and in working order and that all of their employees receive the appropriate training. When presented with a health and safety challenge or threat identified as reasonably foreseeable to cause harm, even in the absence of scientific certainty, Management will act to protect employees.

All employees are responsible for protecting their own health and safety and that of their co-workers by fully understanding their work environment; working in compliance with the Occupational Health and Safety Act and its regulations; exhibiting safe work practices and procedures established by the Hospital; and by reporting any hazards as soon as they become aware of the problem. All other individuals working at or associating with the Hospital are responsible to meet or exceed the requirements of Mount Sinai’s Health and Safety Program in addition to any additional legislative and regulatory requirements.

Mount Sinai’s multi-site Joint Health and Safety Committee, a collaboration between all stakeholders in the Hospital, is responsible for identifying and evaluating hospital-wide health and safety concerns and communicating its recommendations to Senior Management and employees.

The complete listing of Mount Sinai Hospital’s Occupational Health and Safety policies and procedures can be accessed on the Hospital intranet: click here.
Supply Chain Ethics

The goal is to encourage an ethical, professional and accountable supply chain‡.

I. Personal Integrity and Professionalism

All individuals involved with purchasing or other supply chain-related activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all supply chain activities within and between Broader Public Sector (BPS) organizations, suppliers and other stakeholders. Respect must be demonstrated for each other and for the environment. Confidential information must be safeguarded. All participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products.

II. Accountability and Transparency

Supply chain activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must require that public sector resources are used in a responsible, efficient and effective manner.

III. Compliance and Continuous Improvement

All individuals involved in purchasing or other supply chain-related activities must comply with this statement of Supply Chain Ethics and the laws of Canada and Ontario. All individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.

To learn more about Mount Sinai Hospital’s supply chain policies and procedures, please visit the Hospital intranet: click here.

‡ Supply chain includes: Purchasing, Materials Management, Inventory Management, Logistics/Distribution, and Accounts Payable
Conflict of Interest

An individual has a potential conflict of interest when that individual or member of his or her immediate family has the ability to influence directly or indirectly a decision or action of the Hospital that leads or could lead to a personal, financial or professional benefit for the individual or his or her family or when an individual’s interest or actions are adverse to the interests of the Hospital.

In order to maintain the highest standard of public trust and integrity, it is expected that all individuals subject to this policy will carry out their duties honestly, responsibly and in full accordance with the highest ethical and legal standards. It is recognized that potential and actual conflicts of interest may arise as individuals perform their duties and carry out related activities. As a first step in identifying and resolving conflicts of interest, all individual subject to this policy shall immediately disclose any perceived potential or actual conflict of interest. In addition, all vendors providing goods and services to Mount Sinai Hospital shall also be required to disclose any perceived or actual conflict of interest.

Due to the range and complexity of Mount Sinai Hospital’s activities, it is not possible to provide an exhaustive list of conflict of interest situations. The Conflict of Interest Policy is available on the Hospital’s intranet, which outlines examples of conflict of interest situations as well as the procedure for reporting or declaring a conflict of interest: click here.

Privacy, Confidentiality and Handling Information

Privacy and Confidentiality

Mount Sinai Hospital is committed to protecting the privacy and confidentiality of the personal and health information of all members of the organization as well as patients and their families.

All individuals subject to this policy must sign and abide by the conditions outlined in the Hospital’s Confidentiality Agreement: click here.

Mount Sinai Hospital has comprehensive policies and procedures that relate to the privacy and confidentiality of Hospital and patient information. All individuals subject to this policy are expected to comply with the terms of these policies and have the responsibility to keep informed of any changes to them or of any new policies that are issued to replace or supplement them. These policies can be accessed on the Hospital intranet: click here, and include, but are not limited to:

- The Appropriate Use of Information Technology Policy;
- Confidentiality of Personal Health Information Policy;
- Confidentiality of Information and Data Security Policy;
- Health Records Release of Information Policy;
- Secure Disposal of Confidential Information Policy; and
- Other department-specific policies
Privacy Policy for Fundraisers

The Mount Sinai Hospital Foundation is committed to protecting the personal and confidential information of its stakeholders — employees, donors and other affiliates. All staff of the Foundation, including all members of the Foundation Board, agree to protect the privacy of donors and prospective donors by signing a confidentiality agreement.

The Foundation’s Privacy and Personal Information Protection policy endorses legislative provisions — CSA Model Code for the Protection of Personal Information and the Personal Information Protection and Electronic Documents Act — as well as industry standards.

The Mount Sinai Hospital Foundation also supports and upholds the Hospital’s privacy policies and procedures as reasonably applicable in the circumstances.

Accurate Records and Retention

Mount Sinai Hospital requires complete and accurate records to meet its legal and financial obligations and to manage its business properly. All patient-related information/records, organization books, financial reports, expense accounts, time sheets, administrative records and other similar documents must be completed accurately, honestly and in accordance with Hospital procedures. Making false or fictitious entries with respect to any transaction of the Hospital or the disposition of any of the Hospital’s assets is prohibited. You are responsible for the accuracy and completeness of any reports or records you create or maintain.

All individuals subject to this policy must comply with the Hospital’s Retention and Storage of Records Policy: click here, which prescribes how documents and records are to be retained and stored so to facilitate the Hospital’s ongoing operations and to comply with legal requirements. All Mount Sinai Hospital records are to be disposed of in accordance with the Hospital’s Secure Disposal of Confidential Information Policy: click here.

If you have any questions about the Hospital’s privacy, confidentiality and handling information policies, including how they apply to and impact your Hospital responsibilities, please do not hesitate to contact your Supervisor/Manager/Director/Chief or the Mount Sinai Hospital Vice-President, Corporate Services and General Counsel at ext. 3909, for answers.
Diversity and Human Rights

Mount Sinai Hospital is committed to fostering a healthy and positive environment, which recognizes and respects the personal worth, dignity and diversity of each member of the Hospital community.

Diversity and Human Rights Policy

The Hospital has a comprehensive Diversity and Human Rights (D & HR) policy that is consistent with the aims and objectives of the Canadian Charter of Rights and Freedoms, the Human Rights Code and with the Mount Sinai Hospital mission and values.

Specifically, this policy is designed to accomplish the following outcomes:

• Outline the steps required to implement the Hospital’s plan to achieve equity, fairness, and due process as articulated in its mission and value statements;

• Foster a positive work/learning environment through proactive measures, barrier free systems analysis and enforcement;

• Require all members of the Hospital community to be treated equitably and with dignity and respect;

• Address breaches of the D & HR policy and settle disputes quickly, fairly and as close to the source as possible; and

• Encourage all members of the hospital community to be aware of their rights and responsibilities under the D & HR policy

All individuals subject to this policy are expected to review and actively support the principles of the D & HR policy, which can be accessed in detail on the Hospital intranet: click here.
Discrimination and Harassment

Mount Sinai Hospital will not tolerate any form of discrimination or harassment. We are dedicated to ensuring a positive and respectful environment for everyone including employees, patients, visitors, volunteers, physicians, students and contract workers. Everyone at Mount Sinai Hospital is protected from harassment and discrimination under the Hospital’s Diversity and Human Rights Policy.

Discrimination is behaviour that excludes individuals or treats them unfairly because they are members of specific groups. According to the Ontario Human Rights Code, individuals cannot be discriminated against in employment based on their race, sex, sexual orientation, gender identity, same sex partner status, colour, ancestry, place of origin, ethnic origin, marital status, age, disability, citizenship, family status or religion. Harassment, personal (non-code) harassment and sexual harassment include behaviour that is unwelcome, offensive or intimidating.

Domestic Violence Policy

Mount Sinai Hospital is committed to making a significant and continuous difference in the fight to end domestic violence, and recognizes that domestic violence is a workplace issue and can threaten the safety of not only the employee victim but also his or her co-workers, supervisors and clients.

The purpose of the Mount Sinai Hospital Domestic Violence Policy is to enhance workplace awareness and capacity to create a supportive, safe work environment for victims of domestic violence and fellow employees while also providing immediate assistance and support, when appropriate, to employees, physicians, volunteers and associates experiencing domestic violence. The policy also provides guidelines to respond to domestic violence in order to prevent incidents from occurring in the workplace and provides assistance and/or disciplinary action to employees who are perpetrators of domestic violence.

The Workplace Violence Prevention policy can be accessed on the Hospital intranet: click here

For more information regarding Mount Sinai Hospital’s diversity and human rights policies and procedures, please contact the Diversity and Human Rights Office at ext. 7519.
Workplace Violence

Violence in the workplace can have devastating effects on the quality of life of our employees and on the productivity of the organization. Mount Sinai Hospital recognizes the potential for violence in the workplace and will make every reasonable effort to identify all potential sources of violence and to eliminate and/or minimize these risks through the Workplace Violence Prevention Program.

Violence is defined as any actual, attempted or threatened conduct that causes or is likely to cause physical and/or psychological harm/injury/illness or that gives a person reason to believe that she/he or another person is at risk of physical or psychological harm/injury/illness. This includes but is not limited to, any actual or attempted assault (including sexual assault and physical attacks); threat; verbal, psychological or sexual abuse; and harassment.

Mount Sinai Hospital will not tolerate any type of violence within the workplace or at work-related activities. The Hospital is responsible for requiring that all health and safety polices and procedures, including those related to violence, are clearly communicated and understood by all individuals subject to this policy through both general and site-specific training, and an annual review of the Workplace Violence Prevention Program.

Mount Sinai Hospital has a comprehensive Workplace Violence Prevention policy that defines those behaviours that constitute workplace violence and defines procedures for reporting and addressing incidents of workplace violence. All individuals subject to the Code of Ethical Conduct policy are expected to respect, uphold and enforce the principles of the Workplace Violence Prevention policy fairly and consistently throughout the organization. The Workplace Violence Prevention policy can be accessed on the Hospital intranet: click here.

Bioethics

Mount Sinai Hospital’s Department of Bioethics focuses on ethical questions that arise within the Hospital, and is able to help identify and clarify ethical issues regarding health-care practice, research, policy and law. The Hospital’s Bioethicist is a resource who is available to facilitate, advise and assist in ethical deliberation and the resolution of ethical problems, including end-of-life care, consent and capacity, culture and health and conflict resolution.

The Hospital’s Bioethicist is available to help you identify and analyze ethical issues and to assist you with ethical decision making. Please visit the Bioethics intranet page: click here, or contact the Department of Bioethics at ext. 2163, for more information.
Research

The research policies governing the ethical conduct of the Samuel Lunenfeld Research Institute of Mount Sinai Hospital are derived from the policies adopted by the University of Toronto and other teaching hospitals in Toronto, and can be found on the Hospital intranet: click here.

All research studies involving physicians, staff, students or patients must obtain ethical approval from the Research Ethics Board of Mount Sinai Hospital before research can begin.

The Research Ethics Board

The Research Ethics Board of Mount Sinai Hospital exists to require all research involving human subjects conducted under the auspices of Mount Sinai Hospital to meet the highest ethical and acceptable scientific standards: click here.

The Research Ethics Board subscribes to the following ethical principles that are commonly held and valued by diverse research disciplines:

• Respect for human dignity, free and informed consent, vulnerable persons, privacy and confidentiality, and justice and inclusiveness
• Balancing harms and benefits

Patient Rights and Responsibilities

Patients involved in any research study in any capacity must give their informed consent to participate.

Student Responsibilities

As an affiliated teaching hospital of the University of Toronto, students are expected to follow all standards for professional behaviour in accordance with their disciplines and faculties, and adhere to all Mount Sinai Hospital policies around ethical conduct of research.

For more information, policies for graduate students are posted on the University of Toronto website: click here.

Declaring a Research Conflict of Interest

The Samuel Lunenfeld Research Institute’s Policy on Conflicts of Interest incorporates and supplements the Conflict of Interest policies of Mount Sinai Hospital and the Faculty of Medicine of the University of Toronto. It provides guidance for their application to relationships with external organizations entered into by researchers, staff, trainees and administrators of the Samuel Lunenfeld Research Institute that may give rise to conflicts of interest. This policy is available on our intranet: click here.
Communications and Marketing

**Media Relations**

All inquiries from the media must be referred to the Hospital’s Communications and Marketing Department in accordance with the Hospital’s Media Relations policy. This policy provides protocols on all interactions with the media including managing media inquiries, providing information to the media, designating spokespeople and proactively pitching story ideas to the media. Media include all forms of public media including print, radio, television and Internet.

The Mount Sinai Hospital Media Relations Policy can be accessed on the Hospital’s intranet: click here.

**Logo and Identity**

As a major public institution, the Hospital — including its Foundation, Samuel Lunenfeld Research Institute and Auxiliary — has an officially registered logo. This is a legal and trademarked wordmark and must be appropriately placed on all official Mount Sinai literature, which includes materials such as letterhead, memos, agendas, brochures, educational materials and Hospital-generated publications. These materials coming from any office located on the Mount Sinai Hospital campus must use the logo, and use it properly.

To be certain that you are using the Hospital logo appropriately, please refer to the Mount Sinai Hospital Logo and Identity Policy, which can be accessed on the Hospital’s intranet: click here, and direct any questions or concerns to the Graphics and New Media Department at ext. 8221.

**Environmental Responsibility**

Mount Sinai Hospital is committed to protecting and enhancing the environment by striving to minimize its environmental footprint. All individuals subject to this policy are expected to carry out and incorporate the principles of environmental conservation into day-to-day operations. As Ambassadors for Change, we can all help influence the Sinai community to be more environmentally friendly.

To learn more about Mount Sinai Hospital’s environmental commitment and current initiatives, please visit the Sinai Green intranet page: click here. The Hospital’s Energy and Water Conservation Policy and Recycling and Disposal of Hazardous Waste Policy are posted on the Hospital intranet: click here, and are currently under review.
External Partners

Community Partnerships

In its pursuit of building capacity to initiate, nurture and sustain strong and effective partnerships, Mount Sinai Hospital has developed a Community Partnership Policy. The purpose of this policy is to support key decision-makers, clinical leaders and staff to initiate, promote, facilitate and monitor effective and sustainable partnerships between the Hospital and its community partners.

In this policy, community partners refer to groups, agencies and organizations that facilitate the clients’/communities’ journey pre and post the acute care system. This does not include commercial partners, donors or the establishment of new business entities.

The Community Partnership Policy can be accessed on the Hospital intranet to help guide you through the process of assessing, facilitating and monitoring a community partnership: click here.
### Related Policies

The following is a list of some of the key policies that you need to be aware of in complying with this Code of Ethical Conduct:

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<tr>
<th><strong>CORPORATE</strong></th>
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<tbody>
<tr>
<td>• Appropriate Use of Technology Policy</td>
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<tr>
<td>• Board Policies/Procedures</td>
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<td>• Community Partnership Policy</td>
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<td>• Logo and Identity Policy</td>
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<td>• Media Relations Policy</td>
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<td>• Financial Wrong-Doing Policy</td>
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<th><strong>DIVERSITY AND HUMAN RIGHTS</strong></th>
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<td>• Diversity and Human Rights Policies</td>
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<td>• Domestic Violence Policy</td>
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<td>• Workplace Violence Prevention Policy</td>
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<tbody>
<tr>
<td>• Codes of Conducts of Affiliated Universities and Faculties</td>
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<td>• Codes of Conducts of Professional Associations</td>
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<tr>
<td>• Privacy and Personal Information Protection Policy — Mount Sinai Hospital Foundation</td>
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<td>• Disclosure and Transparency Policy</td>
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<td>• Rules of Behaviour Policy</td>
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<td>• Mount Sinai Hospital Medical/Dental By-Laws</td>
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These policies, along with a complete listing of Hospital-wide, departmental and unit-based policies, procedures and documents can be found on the Mount Sinai Hospital intranet: click here.