

Code of Ethical Conduct



A Message from the President and CEO

To support us in shaping and maintaining a 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. The 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.

As a regular practice, Mount Sinai Hospital periodically reviews its Code of Ethical Conduct. This recent edition incorporates the input of various departments, and serves as a cornerstone to our dedication and delivery of the best patient care, research and education with the heart and values true to our heritage. Its objective is to encourage exemplary practice and establish a framework for collaborative relationships between our patient, their families and each other.

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.

At Mount Sinai Hospital our Code of Ethical Conduct is a living document and will continue to evolve over time.

I ask that you read the Code and reflect upon 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 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 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. To create a positive work environment, all members of Mount Sinai Hospital hold one another accountable for upholding this Code, which is 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 Organizational Development Department, with the support of all applicable Hospital team members, will review the Code periodically.

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

Please note: Should you have any questions regarding this document, please contact 416.568.4800 ext. 4547.

* 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 their daily work interaction
- Behaving in a way that is consistent with Mount Sinai Hospital's Code of Ethical Conduct
- Assuming ownership and accountability for their 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 inappropriate discussions regarding workplace concerns and conflicts in front of others
- Reporting inappropriate behaviours, as indicated in the Hospital's Behaviour Policy, to their 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 their 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, Human Rights and Health Equity, etc.)

Failure to Comply with the Code and Reporting Violations

All individuals subject to this policy 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 termination 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 termination or loss of privileges at Mount Sinai.

Three reporting options are available:

Option 1: Direct Communication

When encountering an incident where a member of Mount Sinai Hospital is not adhering to the Code of Ethical Conduct, all staff are encouraged to speak directly, respectfully and privately to that person. Advise that person that his/her behaviour was inappropriate and unwelcome.

Option 2: Seek Assistance

If staff do not feel comfortable speaking with the person directly or if the issue is not resolved and/ or the behaviour persists, staff have the option to work together with their 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

The Supervisor/Manager/Director/Chief will consult with designated subject matter experts such as Human Resources, Legal, Privacy Office, Human Rights and Health Equity, 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 our reporting helpline, callers can leave a confidential message. All reports received through this helpline will be referred to the relevant department for fact finding and appropriate action.

Confidential Online Reporting Tool

A search for “Code of Conduct Reporting” on the Mount Sinai Hospital intranet leads 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 email addresses will not be disclosed; all reports will remain completely confidential. An auto-generated response is sent confirming receipt of the report. All submitted reports are 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 the report is only as good as the information received, as much detail as possible will benefit the investigation. For confidentiality reasons, specific outcomes will not be shared, but confirmation that the issue has been resolved will be communicated.

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

Values

Our fundamental values allow us to serve our patients effectively and distinguish Mount Sinai Hospital and the Lunenfeld-Tanenbaum 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 Human Rights and Health Equity 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 termination 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 Human Rights and Health Equity Office at ext. 7519, or e-mail at humanrights@mtsinai.on.ca.

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 its 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†:

Does it align with Mount Sinai’s values? Does the behaviour uphold the values of Excellence and Innovation, Patient-Centred Care, Teamwork, Collaboration, Respect and Diversity and Leadership?
Does it align with the values of my profession/discipline? Is the behaviour aligned with the codes and regulations of my professional/regulatory bodies?
Is it fair? 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?
Can I justify it? Could I give reason for my behaviour that aligns with the values of Mount Sinai Hospital and my profession?
How will it reflect on the Hospital? Could my behaviour impact Mount Sinai’s goodwill or reputation?
Is it legal? Is my behaviour illegal, unethical or inconsistent with Hospital policies?
Is it honest? Does this action attempt to deceive anyone or allow anyone to be deceived?

For more information regarding appropriate behaviour and conduct at Mount Sinai Hospital, please contact the Human Resources Department at ext. 5040.

†Source: *Ethics for the Real World: Creating a Personal Code to Guide Decisions in Work and Life*

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 EVP Medical and Academic Affairs 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. The 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. 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 complying with or exceed 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 our commitment to support a strong internal responsibility system where every person plays their part in ensuring a safe and healthy work environment.

Accountabilities

Management (Supervisors/Managers/Directors/Chiefs) are accountable to take every "precaution reasonable" to protect the health and safety of all employees, students, or contract workers under their supervision. Managers must require that employees work in accordance with the *Occupational Health and Safety Act* and its regulations and the Hospital's established safe work practices and procedures.

Management must also require that their employees receive the appropriate training to work safely and that all equipment is safe and in working order. When presented with a health and safety challenge or hazard identified as reasonably foreseeable to cause harm, even in the absence of scientific certainty, Management will take a precautionary approach and 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; following 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, composed of management and employees who are elected by workers they represent. It is responsible for identifying health and safety concerns by participating in the evaluation of potential hazards and the design of programs and policies to address hazards, and providing recommendations to Senior Management.

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 ensure 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 directly or indirectly influence 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.

To maintain the highest standard of public trust and integrity, it is expected that all individuals associated with Mount Sinai Hospital will carry out their duties honestly, responsibly and in full accordance with the highest ethical and legal standards. It is recognized that perceived, potential and actual conflicts of interest may arise as individuals perform their duties and carry out related activities. While Individuals are required to immediately disclose any perceived, potential or actual conflict of interest, the following additional protocols have been put in place to ensure individuals identify and resolve conflicts of interest:

- Members of the Board of Directors, new physicians and new employees are required to complete and sign a Conflict of Interest Declaration Form at the time of appointment or hire.
- Members of the Board of Directors, Medical Staff with administrative responsibilities or stipends, Senior Vice-Presidents, Vice-Presidents, and Members of MNET with signing authority are required to declare that they have read the Conflict of Interest Policy and will submit a Conflict of Interest Declaration Form annually.
- Employees will confirm that the appropriate conflict of interest declarations have been made during the annual performance appraisal process.
- Physicians will confirm that appropriate conflict of interest declarations have been made during the annual credentialing process.

The Conflict of Interest Policy and Procedure is available on the Hospital's intranet. [Click here](#). The Policy provides many examples of conflict of interest situations, addresses frequently asked questions and sets out the procedures for declaring a conflict of interest. In addition, all vendors providing goods and services to Mount Sinai Hospital are also required to disclose any perceived, potential or actual conflict of interest.

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's Privacy Office at ext. 2101 or by e-mail at privacy@mtsinai.on.ca for answers.

Human Rights and Health Equity

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.

Human Rights Policy and Health Equity

The Hospital has a comprehensive Human Rights and Health Equity 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 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 policy

All individuals subject to this policy are expected to review and actively support the principles of the 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 Human Rights and Health Equity 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 Domestic Violence policy can be accessed on the Hospital intranet: [click here](#)

For more information regarding Mount Sinai Hospital's Human Rights and Health Equity policies and procedures, please contact the Human Rights and Health Equity 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 policies 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 Lunenfeld-Tanenbaum 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 Lunenfeld-Tanenbaum 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 Lunenfeld-Tanenbaum 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.](#)

Branding

As a public institution, the Hospital — including its Foundation, Lunenfeld-Tanenbaum Research Institute— 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 Brand Guideline, 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. 6766.

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](#).

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:

Corporate
<ul style="list-style-type: none"> • Appropriate Use of Technology Policy • Board Policies/Procedures • Brand Guidelines • Media Relations Policy • Financial Wrong-Doing Policy • Disclosure and Transparency Policy
Diversity and Human Rights
<ul style="list-style-type: none"> • Diversity and Human Rights Policies • Domestic Violence Policy • Workplace Violence Prevention Policy
Environmental
<ul style="list-style-type: none"> • Energy and Water Conservation Policy • Recycling and Disposal of Hazardous Waste Policy
External
<ul style="list-style-type: none"> • Codes of Conducts of Affiliated Universities and Faculties • Codes of Conducts of Professional Associations
Foundation
<ul style="list-style-type: none"> • Privacy and Personal Information Protection Policy — Mount Sinai Hospital Foundation
Health and Safety
<ul style="list-style-type: none"> • Workplace Safety and Occupational Health • Workplace Violence Prevention Policy •
Human Resources
<ul style="list-style-type: none"> • Rules of Behaviour Policy
Legal Affairs and Confidentiality
<ul style="list-style-type: none"> • Conflict of Interest Policy • Privacy and Confidentiality Policies
Medical Affairs
<ul style="list-style-type: none"> • Mount Sinai Hospital Medical/Dental By-Laws
Research
<ul style="list-style-type: none"> • Samuel Lunenfeld - Tanenbaum Research Institute Policies/Procedures
Supply Chain
<ul style="list-style-type: none"> • Supply Chain Code of Ethics

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.](#)