



# DELTA HOSPITAL AUXILIARY SOCIETY

Name	Type
<b>201 – Conduct and Behaviour Policy</b>	<b>Human Resources</b>
Content Review Cycle:	Three (3) years
Original Authorship:	May 2025
Last Content Review:	May 2025
Next Content Review:	May 2028 (or earlier as required)

## DHAS Conduct and Behaviour Policy

### Definitions

- “DHAS”, “the Society” and “the Auxiliary” refer to the **Delta Hospital Auxiliary Society**.
- Terms such as “**volunteers**”, “**members**”, “**employees**”, “**supervisors**”, “**coordinators**”, “**managers**”, “**leaders**”, “**interns**”, “**consultants**”, “**directors**”, “**board members**”, and similar roles now or in the future are collectively referred to as “**workers**” for the purposes of this policy.
- The terms “**Board**”, “**Board Members**”, and “**Directors**” refer specifically to the duly elected Board of Directors of DHAS. Board Members are also considered **volunteers** and **workers**.
- The term “**stakeholder**” here refers to those who influence and are impacted by the choices and actions of DHAS; in the case of this policy with a particular focus on those **external recipients of (or “the beneficiaries of”) the work of the Auxiliary**. Our primary stakeholders (the intended beneficiaries of services) are **the patients of Delta Hospital Campus of Care**. Our secondary stakeholders include those surrounding & supporting the work of providing care and comfort to those patients, including healthcare workers, patient family/visitors, suppliers, and our DHAS workers; especially our dedicated volunteers.

### Purpose

As a federally registered charity and BC non-profit society, DHAS is committed to upholding ethical principles across all programs, services, business units, and interactions. These principles form part of our organizational culture.

This **Conduct and Behaviour Policy** outlines the standards expected of all DHAS workers - whether paid or volunteer and guides their conduct, use of resources, and interaction within the organization.

## Scope

This Policy applies to all workers regardless of title, role, contractual relationship, or location of work. Everyone representing DHAS is expected to adhere to the standards set out below.

## Basic Principles of Conduct

All DHAS workers are expected to act with **integrity**, **professionalism**, and **respect** in all duties and interactions.

### 1.1 Integrity

The Auxiliary encourages conduct that reflects loyalty, trust, and good faith, as outlined below:

#### 1.1.1 Loyalty to the Auxiliary

Workers must act in the best interests of DHAS and avoid any situation that could present a conflict between personal interests and those of the organization.

#### 1.1.2 Compliance with the Law

Workers must follow the law in both its letter and its spirit (intention,) whenever and wherever they perform their duties.

#### 1.1.3 Honesty and Integrity

The Auxiliary prohibits bribery in any form. Workers must not offer or accept gifts, payments, donations, or favours that go beyond common courtesy or might be seen to influence decisions or compromise integrity.

#### 1.1.4 Fiscal and Tax Responsibility

The Auxiliary complies with all applicable financial and tax laws. In the course of their DHAS responsibilities workers must not conceal information, evade taxes unlawfully, or seek improper financial advantages.

#### 1.1.5 Confidentiality

All workers must maintain strict and permanent confidentiality about information that could affect DHAS or its reputation if disclosed.

## 1.2 Professionalism

DHAS values high standards of conduct, teamwork, and quality service. Workers are expected to:

### **1.2.1 Stakeholder Focus**

Perform duties with professionalism, cooperation, and a service-minded approach that supports DHAS's mission and meets the needs of stakeholders.

### **1.2.2 Use of Organizational Resources**

Use DHAS resources responsibly and protect them from misuse, damage, or theft. DHAS provides all necessary tools and support for workers to fulfill their roles effectively.

### **1.2.3 Relations with Partners and Suppliers**

Workers must act fairly and transparently in dealings with business and community partners. Those involved in selecting suppliers or contractors must avoid conflicts of interest and apply clear, objective criteria.

### **1.2.4 Transparency in Decision-Making**

All workers will support each other by providing accurate, timely information regarding the progress of their own work and the decision-making criteria they use in their areas of responsibility. This will make our decisions more dependable.

## **1.3 Respect**

DHAS acts responsibly in matters related to human rights, labour rights, and environmental protection. This includes:

### **1.3.1 Respect Towards People**

#### **1.3.1.1 Equal Opportunities**

DHAS promotes the development of all workers by ensuring equal access to opportunities.

#### **1.3.1.2 Non-Discrimination**

Every worker has a responsibility to set a positive example and to behave in ways which will not offend, embarrass, or humiliate others, whether intentionally or not. All workers in leadership positions must maintain an environment free from all discrimination and harassment. The Auxiliary shall not tolerate any kind of discrimination based on age, family status, mental disability, religion, ancestry, gender expression, physical disability, sex, colour, gender identity, place of origin, sexual orientation, criminal conviction (unrelated to specific duties), marital status, political belief, source of income, and/or race.

#### 1.3.1.3 Marginalized Identities

DHAS is committed to building a culture that respects and uplifts the rights of individuals with marginalized identities through policy, training, and organizational practices.

#### 1.3.1.4 Training and Development

The Auxiliary shall undertake to maintain a training policy for its workers' learning and their personal and professional development so that they may achieve an optimal standard of performance and satisfaction.

#### 1.3.1.5 Occupational Health and Safety

DHAS provides a safe and supportive environment and complies with all workplace safety laws. Workers must use equipment responsibly and uphold health and safety practices in all activities.

### **1.3.2 Respect for the Environment**

DHAS supports conservation and environmental responsibility. Workers are encouraged to use resources wisely and follow environmental regulations and practices that support sustainability.