

CODE OF ETHICS

This *Code of Ethics* articulates core principles that serve as a guideline and standard for ethical practice at Closing the Gap Healthcare (CTG). This *Code of Ethics* was informed by members of our Client and Family Advisory Council, members of our Ethics Committee, and the codes of ethics of their respective colleges.

PRIVACY AND CONFIDENTIALITY

We respect the client's right to privacy and confidentiality by only collecting and sharing the necessary information required to plan, coordinate and deliver care. Access to information is limited to those who need it.

INFORMED CHOICE AND EMPOWERMENT

We respect the client's right to make their own decisions about their health. We provide the required information which enables clients to make informed healthcare choices in line with their values, beliefs, and goals.

COMMITMENT TO QUALITY SERVICES

We provide exceptional quality services in efficient and innovative ways to benefit our clients.

CLIENT AND WORKER SAFETY

We recognize that the community work setting provides a unique working environment for all of us. We will take the necessary measures to ensure the safety of our clients and our staff.

PRESERVING DIGNITY

We respect the unique worth, inherent dignity, lived experience, and differing beliefs of clients and staff. We treat every person with respect and are sensitive to the diversity of our clients and staff.

RELATIONSHIPS, COMMUNICATION, AND COLLABORATION

We work collaboratively with clients, families, colleagues, communities, agencies, and other members of the healthcare team to maximize the effectiveness of services.

We seek representation from everyone involved as we embrace and value diversity of thought, experience, knowledge, skills, and contributions.

COMPETENCY AND ACCOUNTABILITY

We maintain a high standard of competence through ongoing development of provider behaviours, skills, knowledge, and judgement. We are accountable for our decisions and actions.

FAIRNESS AND EQUITABLE ACCESS

We treat clients and staff equitably, fairly, and respectfully regardless of their income, age, gender, sex, ethnicity, race, ability, language, lifestyle, and any other factor. The client has a right to equitable access to care.

CONFLICT OF INTEREST

We will not allow personal interests to compromise our services or influence our professional judgement and decision-making.

This Code of Ethics was originally adapted from *The Community Ethics Toolkit* developed by the Toronto Central Community Care Access Centre (2008). Codes of Ethics from Canadian Association of Social Workers, Dietitians of Canada, College of Occupational Therapists of Ontario, College of Physiotherapists of Ontario, College of Audiologists and Speech Language Pathologists of Ontario, Canadian Nurses Association, and College of Nurses of Ontario were reviewed in the development of this Code of Ethics.



Closing the Gap[®] Healthcare