



Code of Conduct

At Northwood¹, every interaction matters. This Code of Conduct sets the standard for respectful, civil, and professional behaviour across our community including staff, volunteers, students, contractors, Board members, residents, clients, family members, and visitors.

It reflects our shared values and commitment to advancing equity as an essential part to creating a safe, inclusive, and supportive environment. By following this Code, we uphold our civility standards, build trust, protect privacy, and foster a welcoming culture where everyone can achieve their highest level of health and well-being.

1. Treat Everyone with Respect

- **Speak and listen** with kindness, dignity, and inclusivity.
- **Respect boundaries** and personal space.
- **Value diversity** in culture, beliefs, and perspectives.
- **Ensure belonging** by making others feel welcome, heard, and included.

2. Communicate with Care

- Avoid words, tone, or actions that may cause harm or offense.
- Use technology, email, and social media responsibly and professionally.
- Safeguard personal and private information at all times.

3. Act Honestly and with Integrity

- Be reliable, trustworthy, and ethical in all actions.
- Protect organizational information and use it appropriately.

4. Avoid Abuse or Unsafe Behaviour

- Harassment, discrimination, or acts of aggression towards others are not acceptable and will be addressed promptly and appropriately.
- Treat everyone equitably, regardless of role, background, or beliefs.

5. Report Unsafe or Inappropriate Behaviour

- Speak up when you see behaviour that is unsafe, disrespectful, or violates this Code.

¹ For the purposes of this document, Northwood also refers to any organization managed under a contract with Northwood.

- Reporting protects our community and strengthens accountability.

6. Support Our Mission, Vision, and Values

- Contribute to building equitable systems and practices at Northwood that ensure all individuals experience inclusion, respect, and safety.
- Live our values in daily actions and decisions.

Northwood's Mission

As a leader in continuing care, we build meaningful relationships with our clients everyday and make a positive difference in the communities we serve.

Northwood's Vision

People living life to the fullest, flourishing in a community of belonging, dignity and choice

Northwood's Values

- We Respect Everyone
- People Come First
- Everyone Plays a Part
- Promote Social Justice
- We Can Always Do Better
- We Are All Accountable