



RUNNYMEDE HEALTHCARE CENTRE IS  
A RECOGNIZED LEADER IN HOSPITAL  
CARE AND RECEIVED ACCREDITATION  
CANADA'S HIGHEST HONOUR.

MAINTAINING A RESPECTFUL  
ENVIRONMENT CONTRIBUTES TO  
THE HIGH QUALITY OF CARE THAT  
RUNNYMEDE PROVIDES TO PATIENTS  
AND VISITORS, AND ALSO EMPOWERS  
STAFF AND VOLUNTEERS TO GROW  
PERSONALLY AND PROFESSIONALLY.

RUNNYMEDE  
HEALTHCARE CENTRE

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Respectful  
workplace

*We make it possible.*

# A respectful environment for everyone.

RUNNYMEDE HEALTHCARE CENTRE fosters a culture that is consistent with the hospital's core values: integrity, compassion, accountability, respect and excellence (ICARE).

By staying true to these values, Runnymede creates an environment in which individuals can contribute to their own personal development, as well as to the well-being of the community.

## OUR GOAL

Runnymede is committed to providing a healthy, safe and respectful workplace environment where the dignity of every individual is respected.

As a result, the hospital takes a **zero tolerance** approach to all forms of disruptive behaviour. This includes any form of discrimination or harassment, or activities that create a hostile environment.



## WHAT IS DISRUPTIVE BEHAVIOUR?

Disruptive behaviour consists of inappropriate actions or verbal exchanges that have the potential to interfere with the delivery of quality healthcare.

Runnymede's patients, visitors, staff and volunteers have a right to receive care and to carry out their duties in an environment free of disruptive behaviour.

## DISRUPTIVE BEHAVIOUR INCLUDES

- **Abuse:** physical, verbal, emotional or sexual abuse
- **Discrimination:** Threatening, insulting, intimidating or humiliating gestures, behaviours or remarks
- **Sexual Harassment:** Conduct based on sex or gender that is unwelcome or should be reasonably known to be unwelcome

## EXAMPLES OF DISRUPTIVE BEHAVIOUR

- Use of inappropriate language (e.g., profanity)
- Angry outbursts or demeaning comments
- Racial slurs, comments or discriminatory conduct
- Insensitive comments about an individual or medical condition, appearance or situation
- Unreasonable conflict
- Physical assaults, sexual advances or threats
- Throwing objects or intentionally damaging hospital property



## A SHARED RESPONSIBILITY

We are all responsible for upholding Runnymede's values and ensuring that it remains a safe, healthy and respectful environment for everyone.

If you witness disruptive behavior, please report it immediately to a staff member. Any claims of disruptive behaviour will be investigated immediately.

## WHO TO CONTACT

Disruptive behaviour at Runnymede should be reported to staff members as follows:

- **In patient care areas:** Please contact the patient care manager
- **Elsewhere in the hospital:** Please contact human resources at 416-762-7316 ext. 2102