

<b>POLICY NAME</b>	<b>Code of Conduct</b>
<b>Approving body</b>	Faculty Council
<b>Date of approval by Executive Committee</b>	February 19, 2021
<b>Date of approval by Faculty Council</b>	March 10, 2021
<b>Audience</b>	<i>All members of the Faculty of Dental Medicine and Oral Health Sciences</i>

## I. PURPOSE AND SCOPE

### 1. PURPOSE

In accordance with the Faculty of Dental Medicine and Oral Health Sciences values, this Code of Conduct (the “Code”) intends to inform, guide and enhance the conduct of all members of the Faculty of Dental Medicine and Oral Health Sciences in their interactions with each other and with persons external to the Faculty with whom they come into contact, whether in the classroom or in work-related settings (e.g., clinics, rotations, clinical practice, fieldwork, research laboratories, conferences or other venues). The policy applies to all forms of verbal and written communication, and includes emails, phone calls and social media.

Another purpose of the Code is to provide all members of the Faculty of Dental Medicine and Oral Health Sciences with a framework that states and brings awareness to other policies that are applicable to them. As such, the Code is a reference tool to help all members of the Faculty of Dental Medicine and Oral Health Sciences navigate their rights and responsibilities, as well as know where to take their concerns relating to those rights and responsibilities.

The Code does not, itself, contain procedures of enforcement. Alleged breaches of the Code and policies referred to will be investigated and adjudicated in compliance with the relevant policies that govern them.

### 2. SCOPE

The Code applies to all members of the Faculty of Dental Medicine and Oral Health Sciences who:

- (i) hold University appointments (includes nil salary) through the Faculty of Dental Medicine and Oral Health Sciences at McGill University, whether or not they also hold appointments in affiliated teaching hospitals or health care centres (academic staff);
- (ii) are teachers (such as professors, lecturers, contract academic staff, clinical supervisors, teaching assistants, etc.) or supervisors of students within a course or program of the Faculty of Dental Medicine and Oral Health Sciences, whether or not that teaching/supervision is occurring in a different organization or setting from the University and/or its affiliated teaching hospitals (generally academic staff, but may also include teachers contractually engaged to teach in specific courses, who may not be appointed as academic faculty within the Faculty of Dental Medicine and Oral Health Sciences at McGill);



- (iii) are students registered in any degree, program, postdoctoral fellowship or course(s) offered by the University within the Faculty of Dental Medicine and Oral Health Sciences, whether the instruction is offered on campus or off campus at an affiliated teaching site, or whether they are attending the University on a temporary basis as part of an elective or other program; this Code also applies to applicants to the Faculty's education programs;
- (iv) are administrative and/or support staff employed by the Faculty, whether or not that function is occurring in a different organization or setting from the University and/or its affiliated teaching hospitals.

For the purposes of the applicability of this Code, the "University context" is defined as in the [Code of Student Conduct and Disciplinary Procedures](#). The word "Student" shall include:

- (i) any person registered in the University for a course, courses or research, whether or not a candidate for degree, diploma or certificate;
- (ii) persons once registered in the University under (i) above who are on leave or under suspension from the University;
- (iii) persons registered during any preceding term and who have not since that time fulfilled all the requirements for the degree, diploma or certificate for which they were registered;
- (iv) postdoctoral fellows who are not employees of the University.

## II. POLICY STATEMENT

### 1. Statement of Vision, Mission and Values

#### **Vision:**

The Faculty of Dental Medicine and Oral Health Sciences of McGill University envisions a world rooted in conscientious caring for life, and a healthy and supportive environment for all. We strive for distinction in research, innovation and education for oral health and well-being.

#### **Mission:**

The mission of the Faculty of Dental Medicine and Oral Health Sciences is to advance transformative education, science-based intervention and lifelong learning grounded in high calibre research and exceptional clinical training. Our programs foster access to integrated care, community service and engagement. We bridge fundamental, applied and translational research to dental practice using creative knowledge transfer. Through strong community partnerships as well as national and international collaboration, our faculty promotes sustainable growth, connectivity and innovation.

#### **Values:**

The Faculty of Dentistry's core values embrace equity, diversity and inclusion, compassion, integrity, transparency, social responsibility, professionalism, and academic excellence and freedom.

With respect to this Code, the Faculty of Dental Medicine and Oral Health Sciences of McGill University (hereafter "the Faculty") is committed to providing all of its members a welcoming, collegial environment conducive to optimal education, clinical care and research and to maintaining the highest levels of ethical and professional standards (see Appendix 1). In particular, the Faculty is committed to promoting and maintaining the



highest standards of behaviour of all of its members in order to provide a healthy and safe learning environment and to better serve society. The Faculty values the principles of equity, diversity and inclusion, and strives to integrate these into its administration, teaching, research, clinical and other activities (link to the Faculty's EDI [here](#)).

## 2. Expectations of Professional Standards

### 2.1 General

Professional conduct is the set of attitudes, behaviours and characteristics deemed desirable in all members of the Faculty that define the Faculty and its relationship to its members and to society. Professional standards serve to guide professional conduct.



## 2.2 Standards expected of all members of the Faculty

- a) Students, teachers, as well as academic, administrative and support staff are expected to be familiar with and comply with the policies of the University relating to conduct. These include, *but are not limited to*:
- [Charter of Student Rights](#)
  - [Code of Student Conduct and Disciplinary Procedures](#)
  - [Code of Student Grievance Procedures](#)
  - [Policy on Harassment and Discrimination Prohibited by Law](#) (See also [website](#).)
  - [Policy Against Sexual Violence](#) (See also [website](#).)
  - [Regulation on Conflict of Interest](#)
  - [Regulation on the Conduct of Research](#)
  - Related Standards, policies and regulations (See Section III below.)
- b) Students, teachers, as well as academic, administrative and support staff are expected to exhibit the highest standards of professionalism in terms of competence, fairness, integrity, responsibility, respect, and service-mindedness as defined below and in the ADEA Statement on Professionalism in Dental Education. The definitions and expectations for these standards of professionalism are provided below:
- **Competence:** Acquiring and maintaining up-to-date knowledge for effective clinical care (e.g., health care knowledge, technical ability), education (e.g., course content, teaching methods), research, and professional behavior (e.g., modeling appropriate behavior, effective communication skills, ethical principles).
  - **Fairness:** Creating an atmosphere free of bias, injustice, or discrimination that preferentially includes or excludes individuals or groups based on “race, color, sex (including gender identity), pregnancy, sexual orientation, civil status, age (except as provided by law), religion, political conviction, language, ethnic or national origin, social condition, a disability or the use of any means to palliate a disability” as stated in the McGill University [Policy on Harassment and Discrimination Prohibited by Law](#).
  - **Integrity:** Being honest in how you represent your skills, accomplishments and ability to make commitments. Demonstrating your values through your words and actions. Ability to acknowledge your mistakes and reflect on your actions.
  - **Responsibility:** Demonstrating accountability for one’s actions including avoiding or adequately managing conflicts of interest, weighing self-interest vs your duty as a physician, teacher or researcher, and accountability to society or the community.
  - **Respect:** Recognition of the worth of others regardless of their beliefs, values, or characteristics (i.e., culture, age, gender, race, religion, disability or sexual orientation). Recognition and appreciation of the contributions of others in the health profession, educational or research communities. Honoring the rights of patients to confidentiality and the right to choose their oral health care.
  - **Service-mindedness:** In all actions of clinical care, teaching, research and outreach, acting with compassion and empathy for the benefit of patients and the public.
- c) Students, teachers, as well as academic, administrative and support staff are expected to abide by

the standards of professional conduct at all times and in particular while in any setting where academic, research, community outreach, clinical activities (including interactions with patients) or extra-curricular sports and social activities are carried out under the auspices of the University or where the student, teacher or academic, administrative or support staff member is representing the University or its interests. This also applies to the use of social media ([McGill University Social Media Guidelines](#)). **Appendix 1 of this Code** sets out minimum requirements for all members of the Faculty with respect to standards of professional conduct.

- d) When students, as well as academic, administrative and support staff carry out work or training activities in clinical settings, they are also expected to abide by relevant policies and procedures governing conduct within those clinical settings.
- e) Candidates for admission to any Faculty program are expected to be familiar and comply with this Code in the context of their application for admission and the admissions process.

**2.3 Standards expected of students, as well as academic, administrative and support staff, as members of the health professions.** Membership in the health professions demands integrity, competence and adherence to ethical standards. Students, as well as academic, administrative and support staff in health professions programs are expected to meet standards of professional behaviour set out in the codes of ethics and conduct of their respective or future professional organizations and regulatory bodies.

### 3. Students' professional conduct and academic evaluation

In the Faculty, students' professional conduct is evaluated as a component of the academic evaluation required by their program. Students in a Faculty program who fail to meet expectations regarding conduct set out in this Code, or in any applicable code of conduct of their respective professional organizations or regulatory bodies, may be deemed to be unsuitable for further training and may be dismissed from the program.

### 4. Mandatory courses

In the Faculty of Dental Medicine and Oral Health Sciences, students, faculty and staff are expected to complete mandatory courses provided by McGill University, without any form of additional financial compensation. Mandatory courses include the "It Takes All of Us" training on sexual violence accessible [here](#).

It is also highly encouraged for faculty and staff to attend the workshops provided by the Equity Team in the Office of the Provost addressing equity. These workshops can be found [here](#).

## III. Related Standards, Policies and Regulations

This Code does not supersede other University policies, standards and regulations but rather acts in alignment with them. Thus, in addition to complying with this Code, members of the Faculty must also conform to the requirements of other codes and policies that apply to them, such as:

- i. For all members of the Faculty of Dental Medicine and Oral Health Sciences [Academic Personnel Employment Equity Guidelines](#) [Anti-Doping Policy](#)

[Employment Equity Policy](#)[Guidelines for accommodating employees with disabilities](#)[Guidelines for the remote teaching context](#)[Guidelines on Intimate Relationships Between Teaching Staff and Students](#)[Monitoring and Protecting the Learning Environment](#)[Policy on Harassment and Discrimination Prohibited by Law \(See also website.\)](#)[Policy Against Sexual Violence \(See also website.\)](#)[Policy for the Accommodation of Religious Holy Days](#)[Policy on Hazing and Inappropriate Initiation Practices](#)[Policy on Safe Disclosure](#)[Policy on the Responsible Use of McGill Information Technology Resources](#)[Procurement Policy](#)[Regulation on Conflict of Interest](#)[Regulation on the Conduct of Research](#)[Regulations Concerning the Investigation of Research Misconduct](#)[Social Media Guidelines - McGill](#)[Social Media Guidelines – McGill’s Communications and External Relations](#)

All University-wide policies that may apply to members of the Faculty are available [here](#).

ii. For Students

[Charter of Students' Rights](#)[Code of Student Conduct and Disciplinary Procedures](#)[Guidelines for Medical Students in Social and Other Media](#)[Guidelines for Postgraduate Trainees in the Public Forum - Social Media](#)[Policies on Student Rights and Responsibilities](#)[Policy Concerning the Rights of Students with Disabilities](#)[University Regulations and Resources \(Graduate and Postdoctoral Studies\)](#)

iii. For Academic Staff and Teachers

[Academic Appointments and Promotions](#)[Policy on Clinical Faculty Appointments](#)[Reappointment and Promotion of Tenure-Track Professors](#)[Regulations on Consulting and Similar Activities by Academic Staff](#)[Regulations Relating to the Employment of Academic Staff](#)[Regulations Relating to the Employment of Contract Academic Staff](#)[Regulations Relating to the Employment of Tenure Track and Tenured Academic Staff](#)[Regulations Relating to Visiting Academic Appointments](#)

iv. For Administrative and Support Staff

[Administrative Dismissals Administrative Handbook](#)



[Collective Agreement between McGill University non-academic certified association \(MUNACA\) & McGill](#)  
[Disciplinary Measures Policy](#)  
[Dispute Resolution Policy](#)  
[Employee Assistance Program](#)  
[Employee Relations Committee](#)  
[Employee vs Self Employed & Independent Contractors Policy](#)  
[Staff Files Policy \(re Confidentiality\)](#)  
[Staffing Policy \(section 10 re hiring of family members\)](#)  
[Strike Policy](#)

#### v. For Applicants

All applicants to the Faculty of Dental Medicine and Oral Health Sciences agree to abide by the statutes, rules, regulations and policies of McGill University, according to McGill's policy on [Authorization, Acknowledgement and Consent](#). McGill University reserves the right to verify any information submitted in applications to their degree programs and to withdraw an offer of admission or cancel registration should evidence of fraudulent or misleading information be found.

## IV. Immediate Measures

If there is reasonable cause to believe that a member poses an immediate threat to the physical or psychological safety of another person, call 911, if appropriate for the situation. Then, immediately contact the Dean of the Faculty of Dental Medicine and Oral Health Sciences or the Associate Dean of Clinical Affairs, if the incident occurs in the clinic, who may implement temporary measures, as deemed appropriate, during the period of the investigation, and, if needed, during the referral for consideration of subsequent discipline. This would occur in accordance with the applicable University policy or applicable Faculty process, for example: [Reporting Mistreatment; Learner Mistreatment Reporting Process](#). These measures could include, for example, the removal of teaching privileges, either with residents or students or both, or removal of privileges of administrative oversight.

Behaviours that might provoke these measures include:

- **Critical Incidents:** sexual assault, physical assault and verbal abuse threatening safety
- **Major incidents:** repeated belittlement and humiliation and/or repeated inappropriate comments regarding race, religion, gender or sexual orientation

If the threat is not urgent, follow the procedures outlined in Appendix 2 to address alleged breaches of conduct.

## V. Reporting

The Faculty is committed to protect from retaliation members and others who in good faith and with reasonable cause report actions that they believe to constitute a breach of this Code. Further instructions on reporting are provided in Appendix 2.



## VI. Disciplinary Measures

A breach of this Code may lead to disciplinary measures in accordance with internal regulations, policies, codes or collective agreements to which the member is subject, in addition to any disciplinary measures that may be imposed by the professional body or other organizations to which the member belongs.

Such disciplinary measures may include processes of discovery, investigation and appeal, as appropriate.

## VII. Policy Review

The Policy will be **reviewed every five years** by the Faculty's Deanery Executive Committee and will include a review of the Faculty's efforts to meet Policy objectives.

If the Deanery Executive Committee determines a need for revision, this will be undertaken by a working group whose comprehensive composition will be determined by the Deanery Executive Committee.

## VIII. Acknowledgements

- All members of the Code of Conduct Working Group (See Appendix 3).
- Faculty of Medicine and health Sciences and their code of conduct revision working group (June 2019) consisting of the following members: Saleem Razack (Chair), Abraham Fuks (Research Integrity representative), Chris Buddle (Dean of Students, McGill University representative), John White (Basic Science Chair representative), Victor Dumitru (Graduate Student in Physiology, learner #1), Annie Chabot (Medical Students' Society VP Internal – Undergraduate, learner #2), Debbie Friedman (WELL Office representative), Evelyn Constantin (Alliance of Professional Programs Committee representative), Leonard Levin (Clinical Chair representative), Christine Dolden (Academic Affairs representative), Maxime Fillion (Human Resources representative), Diana Colby (Communications Office), Demetra Kafantaris (Dean's Office).
- Statement on Professionalism in Dental Education. (2009) American Dental Education Association. <https://www.adea.org/Pages/Professionalism.aspx>

### Policy History and Updates

Policy issuance date:

Date of major changes or revisions:

Date of major changes or revisions:





## APPENDIX 1: Standards of Professional Conduct

All members of the Faculty are required to demonstrate the behaviours and to meet the expectations of professional conduct set out below, in all interactions related to the Faculty of Dental Medicine and Oral Health Sciences.

### 1. Honesty

- 1.1. **All members of the Faculty are required to conduct themselves honestly and with integrity in their daily work, whether in education, research, clinical care or administration.** This includes the appropriate acknowledgement of the contributions made by others.
- 1.2. In the context of caring for patients and their families, all members of the Faculty are required to adhere to the highest standards of integrity and follow the requirements of professional orders, that may be applicable, with regard to confidentiality and consent.
- 1.3. In addition, all members of the Faculty are required to engage in ethical interactions with industry and other organizations by declaring and managing conflicts of interest, real or perceived. They must disclose to sponsors, universities, journals or funding agencies any material conflict of interest, financial or otherwise, that might influence their decisions about whether the teacher, academic staff or student should be asked to review manuscripts or applications, test products or be permitted to undertake work sponsored from outside sources.
- 1.4. As stated in the University's [Regulation on Conflict of Interest](#), trust is fundamental to the effective operation of the University. An assumption of personal integrity in every Faculty member underlies our policies and procedures. All members of the Faculty are expected to conduct themselves with integrity in accordance with the trust and confidence that is reposed in them and must immediately and in full honesty declare any conflict of interest situations.

### 2. Respect of Others

- 2.1. **In order to foster a healthy work and learning environment, it is incumbent on all to demonstrate respect and appreciation for their colleagues, students, patients, family members and others they interact with in their role as a member of the Faculty. In particular, all members of the Faculty must not discriminate** in interactions with others on the basis of age, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, unrelated criminal convictions or any other ground protected by human rights legislation. ([Reporting Harassment, Discrimination, and Sexual Violence](#) )
- 2.2. All are called upon to create and maintain an atmosphere conducive to learning, discovery and to the conduct of professional work. All members of the Faculty are expected to maintain personal composure and consideration for others and to model language, appearance and demeanor appropriate to the academic or professional health care setting.
- 2.3. In a remote working context (i.e., meetings, seminars, teaching), students, as well as academic, administrative and support staff are expected to maintain the highest professional standards. Instructors and students are expected to follow the [Guidelines for Remote Teaching Context](#), which sets forth guidelines for consent for recording lectures, communication with students, reproduction of course materials in public domain, course participation, and responsible use of

IT resources.

- 2.4. All written or oral communications including those on social media must be respectful and meet the same level of professionalism as would be expected in face-to-face communications. All private communications (e.g., voice, video) can only be recorded when consent of all participants has been granted, according to Canadian federal law ([criminal code 184 \(1\)](#)).
- 2.5. In order to ensure proper respectful relationships with patients, students, teachers, as well as academic, administrative and support staff, all members of the Faculty must establish and maintain appropriate personal boundaries, including, but not limited to, refraining from making unwanted romantic or sexual overtures, protecting personal information and respecting the individual workspace.
- 2.6.
  - a. All members of the Faculty must not engage in sexual or romantic relations with **patients with whom they have a professional relationship**. Coercive or exploitive relationships with colleagues, students, patients, research participants or their families for any purpose including: emotional, financial, research, educational or sexual purposes are strictly forbidden.
  - b. As per section 8 of the McGill University Policy Against Sexual Violence, members of teaching staff are prohibited from initiating or entering into a personal or intimate relationship with a student under their instruction, supervision or authority. Members of the teaching staff have a duty to disclose immediately an existing personal or intimate relationship or an intention to initiate a relationship with students not under their immediate instruction, supervision or authority. The process of disclosing a relationship is governed by the McGill University [Regulation on Conflict of Interest](#).
  - c. Those who are involved in clinical care must ensure that patients and families, as well as members of the health care team and academic community, are always treated with respect and dignity both in their presence and in discussions with other members of the health care team or academic community. Feedback to members of the health care team or academic community, whether oral or written, must be provided in a timely, constructive and respectful manner.

### 3. Confidentiality

- 3.1. **All members of the Faculty must respect and maintain the privacy and confidentiality of information about patients, as well as research and educational participants.** This includes limiting discussion of patient health issues to appropriate settings for clinical or educational purposes and to those family member caregivers identified by patient consent. In particular, members of the Faculty may only view information on patients with whom they have a current health professional/patient relationship. In the case of clinical duties carried out in a health care institution, access is governed by the rules of the Faculty Clinic and affiliated clinics.
- 3.2. All must take appropriate measures to avoid breaches of privacy and confidentiality when communicating, especially when using the internet and social media. It is mandatory to adhere to data access and security regulations in both [academic and clinical settings](#). For example, login codes must not be shared, and personal information, including and importantly personal information of patients, should not be transmitted via unsecured networks without consent of all parties.



- 3.3. Most information concerning individual students and staff members is personal information that must be treated as confidential (except with few exceptions provided in the law). All members of the Faculty must act in accordance with obligations imposed by privacy legislation related to collection, storage access to and disclosure of personal information and maintenance and use of educational records, health records, research and personnel information. In particular, all members of the Faculty must not access personal information stored in files or computers in the University or clinical settings without appropriate authorization.
- 3.4. In the case of research participants, data storage, access, and use is expected to strictly conform to and respect the ethical approval for the clinical study/trial and the applicable policies of the University and funding agencies (e.g., [Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans – TCPS 2](#), FRQ [Policy for the Responsible Conduct of Research](#)).

#### 4. Responsibility

- 4.1. **All members of the Faculty must be accountable for their own actions** in the workplace, research and learning environments. Behaviours and actions are subject to all the requirements for honesty, respect and confidentiality listed above, which will be used to assess compliance of any particular behaviour with this Code of Conduct.
- 4.2. All members of the Faculty have a duty to inform themselves of the challenges faced by members of disenfranchised communities or social groups and how to adapt their professional approach to facilitate a sound approach to clinical care, supervision, teaching, and research design.
- 4.3. As responsible members of the community, all must seek to recognize their personal limitations in situations that exceed their level of experience or competence, and consult with and refer to appropriate professional colleagues. Similarly, all must demonstrate self-awareness and responsibility for their actions by accepting and responding appropriately to feedback regarding performance.
- 4.4. All members of the Faculty are expected to exhibit/model behaviour consistent with this Code and, where applicable, the deontologic codes of conduct within one's professional and licensing bodies. To this end, members are expected to maintain and enhance their competence through commitment to continuous professional development.
- 4.5. In the clinical context, all members of the Faculty are required to follow the rules of the Faculty, health care institution and of their professional order in regard to disclosure of errors or misjudgments.
- 4.6. In the research context, all members of the Faculty are required to adhere to the highest standards of integrity and to conduct their work using best practices and, where appropriate, in accordance with the requirements of the relevant ethics board or committee, including [McGill's Ethics and Compliance](#) and the [Faculty's Institutional Review Board](#) requirements.
- 4.7. In the course of their work or study, all members of the Faculty are expected to promote fiscal responsibility and accountability.
- 4.8. All members of the Faculty must not use alcohol, cannabis or other drugs, including prescription drugs, in any way that could interfere with duties and responsibilities.
- 4.9. All members of the Faculty must report professional misconduct and breaches of research ethics



to the appropriate authorities while taking care to avoid unjustly discrediting the reputation of members of the health care team or of the academic community.

- 4.10. All members of the Faculty are required to meet expectations related to punctuality, attendance and participation in their workplace, academic classes or clinical settings, including student placements. Students are expected to meet deadlines for group or individual assignments, or for the submission of requested documentation and information in the clinical or academic setting. Students must make timely and pre-approved alternative arrangements when they are unable to meet stated deadlines.
- 4.11. In addition to the previously mentioned requirements regarding communications, all members of the Faculty must use social media responsibly in accordance with [McGill's Social Media Guidelines](#) (and other social media guidelines specific to their program) including refraining from posting any confidential or inappropriate information or comments related to colleagues, students or patients. They must not disclose personal or confidential information about members of the health care team, the academic community or the administration. They must not post information that is untruthful, hurtful or disrespectful, and must use discretion when posting their own personal information.
- 4.12. Computers, cell phones and similar devices provided in the academic or health care settings must be used in accordance with the applicable policies, including those regarding personal use. Use of personal communication devices must not be disruptive or interfere with interactions with patients, families, health care providers, students, co-workers, administrative or support staff.

## 5. Examples of inappropriate and appropriate behaviour

In addition to the standards of professional conduct referred to above, the Faculty presents below a non-exhaustive list of behaviours that may be deemed “inappropriate” or “appropriate” for all members of the Faculty. It is hoped that the exercise of common sense, good judgment, reflection and the use of analogy will lead members of the Faculty to recognize other inappropriate behaviours. If in doubt, members should seek guidance from their colleagues.

### Inappropriate behaviours:

Examples of inappropriate behaviour include, but are not limited to, the following:

- Belittling or berating statements
- Name calling
- Use of profanity or disrespectful language
- Disrespectful or personal comments written in the medical or any other record
- Intentionally condescending language
- Degrading or demeaning comments regarding patients and their families, hospital personnel, other health professionals, other health professions and discipline specialties and/or the hospital
- Physically threatening language or behavior
- Physical contact with another individual that is threatening, intimidating or disrespectful in the circumstances
- Throwing instruments, charts or other things



- Threats of violence or retribution
- Sexual harassment and sexual violence
- Committing sexual impropriety with a patient/client or students
- Other forms of harassment including, but not limited to, persistent intimidating behaviour and repeated threats of litigation
- Committing any act that could reasonably be construed as mental or physical abuse
- Deliberate or negligent lack of cooperation without good cause
- Blatant failure to respond to patient care needs or staff requests
- Deliberate refusal to return phone calls, pages, or other messages concerning patient care or safety
- Being unavailable while on call or on duty
- Misrepresenting or misleading anyone as to one's qualifications or role
- Providing treatment without appropriate supervision or authorization
- Misusing or misrepresenting an institutional or professional affiliation
- Engaging in plagiarism or otherwise misappropriating another's intellectual property
- Soliciting personal remuneration or reward of any kind from a patient or family beyond that which one is legally entitled to
- Stealing or misappropriating or misusing drugs, equipment or other property.
- Unlawfully or unethically breaching confidentiality, including but not limited to accessing electronic records of patients/clients for whom he/she is not on the care team
- Being under the influence of alcohol or recreational drugs while participating in patient/client care, at work or on call
- Failing to respect patients'/clients' rights, privacy or dignity
- Falsifying records whatever the reason for doing so
- Behaving in a way that is in violation of relevant and applicable Canadian or provincial law
- Behaving in a way that is unbecoming of a practicing professional in his or her respective profession. This can include attention to personal appearance, conduct, composure, language and interpersonal behaviours.

### Appropriate Behaviours:

The following are examples of behaviours that are "appropriate." Again, it is not feasible to provide an exhaustive list of acceptable behaviours.

- Constructive feedback communicated in a reasonable manner and offered in good faith with the aim of improving teaching, research, patient care and safety, or performance
- Expressions of concern about a patient's care and safety
- Encouraging clear communication
- Expressions of dissatisfaction with policies through appropriate channels or other means of communication
- Use of cooperative approach to problem resolution
- Constructive criticism conveyed in a respectful and professional manner, without blame or shame for adverse outcomes
- Comments to any professional, managerial, supervisory or administrative staff, or a member of a

governing board about the performance of others, communicated in a reasonable manner and offered in good faith to achieve improvement

### Severity of the behavior:

The severity of the behavior will be determined based on such factors as the frequency of the behavior, the intent to cause harm, and the consequences of the behavior to others (i.e., patients, students, personnel).

## APPENDIX 2: Procedures to Address Alleged Breaches of Conduct

This Code is a foundational document for the Faculty of Dental Medicine and Oral Health Sciences. Allegations of breaches of the Code and the policies referred to therein are taken very seriously by the Faculty and its leadership. Although the specific approach to be taken will depend on the context in which the alleged breach has taken place, the Faculty provides several avenues for the handling of such allegations, as follows:

- a. If the **potential breach involves a student**, in either the role of the person who was the victim of the breach or the person alleged to have committed the breach, the matter can be confidentially referred to the appropriate local designate, such as the academic advisor or the Faculty's Disciplinary Officer. Other resources include the [Office of the Dean of Students](#), the [Office of the Ombudsperson](#) or the [Office for Sexual Violence Response, Support and Education](#). Further information on the process for resolving disputes and filing a grievance can be found [here](#).
- b. If the **potential breach involves a member of the academic staff**, and is not covered in a) above, in either the role of the person who was the victim of the breach or the person alleged to have committed the breach, the complaint should be lodged with the appropriate local designate, such as the Dean's office or the Associate Deans of Undergraduate Dental Education, Research and Graduate Dental Education, or Postgraduate Dental Education.
- c. If the **potential breach involves a member of the administrative or support staff**, in either the role of the person who was the victim of the breach or the person alleged to have committed the breach, the complaint should be lodged with the [Faculty's Human Resources Office](#).
- d. If the **potential breach involves an applicant**, the complaint should be lodged with the office processing admissions for the applicable program.

### *SPECIFIC CIRCUMSTANCES*

- a. If the potential breach involves the integrity of the **conduct of research**, then the research integrity officer must also be contacted, regardless of the point of first contact: ([Regulations Concerning the Investigation of Research Misconduct](#); [rio.vprir@mcgill.ca](mailto:rio.vprir@mcgill.ca)).
- b. In cases of **sexual violence**, whether it be sexual harassment or assault, gender-based or intimate partner violence, or cyber violence, [McGill's Office for Sexual Violence Response, Support and Education](#) should also be contacted.

It is understood that a single incident may involve various aspects and be covered by different points of contact. In cases where the above process does not address the issue, or there is uncertainty as to how to proceed, the Dean of the Faculty of Dental Medicine and Oral Health Sciences should be contacted directly.



## APPENDIX 3: Code of Conduct Working Group

### Membership:

1. Etienne Vachon-Pressseau (Co-Chair)
2. Elizabeth Zimmermann (Co-Chair)
3. Richard Hovey (Faculty of Dental Medicine and Oral Health Sciences representative)
4. Elham Emami (Dean, Faculty of Dental Medicine and Oral Health Sciences)