DATE: February 26, 2019
TO: Covenant Health Staff, Physicians and Volunteers
FROM: Patrick Dumelie, CEO

RE: Covenant Health named one of the 2019 World’s Most Ethical Companies®

I am pleased to announce that Covenant Health has again been recognized by the Ethisphere® Institute as one of the World’s Most Ethical Companies®. This is the fourth consecutive year we have earned this standing, and the designation is something for each of us to celebrate.

This year there were a total of 128 companies worldwide to receive this prestigious designation; Covenant Health was one of three organizations in Canada to be named.

The Ethisphere® Institute benchmarks companies against a comprehensive set of ethics standards and leading practices. Covenant Health voluntarily participates in this process to help us understand what we are doing well and where we can improve clinical and organizational ethics practices.

Some examples that demonstrate our commitment to ethical integrity include:

- Translation of clinical care documents to meet the diverse needs of our patients and residents whose first language is other than English;
- Our nationally recognized advocacy efforts with www.palliativecarematters.ca;
- The launch of Covenant Cuisine that puts patients at the centre of their meal choices;
- An interactive Board formation and learning module focusing on the Health Ethics Guide;
- Our work to address workplace abuse and harassment to promote a safe workplace;
- Disclosure practices and proactive leadership to prevent future incidents when unintended harm has occurred, including our commitment to just culture principles;
- Use of mission discernment throughout all levels of Covenant to address complex ethical issues;
- Supporting grassroots charitable initiatives, including partnerships with local charities.

Every day we come face to face with ethical challenges—clinical decisions at the bedside, addressing infrastructure, capital planning, and resource allocation constraints, advocating for unmet needs in the community, and even more basic, modeling consistent ethical behaviour in our interactions with one another.

Thank you for deepening our culture of ethics at Covenant Health and for your own personal and professional commitment to ethical integrity. Being an organization that is recognized internationally for our ethical performance comes with a challenge to continually live up to that standard.

It is a challenge we embrace, much as we do with Accreditation and other peer reviews, in the spirit of improving the quality of all our work, processes and practices.

For more information about the Ethisphere process and to book an information session, please contact mes@covenanthealth.ca. You can also visit the Ethics Centre at https://www.covenanthealth.ca/ethics-centre to learn more.