**UHN’s Purpose**  
Transforming lives and communities through excellence in care, discovery and learning  

**Our Primary Value and above all else,**  
the needs of patients come first  

**Values**  
Safety, Compassion, Teamwork, Integrity, Stewardship  

**Principles**  
When I live these words…

| SAFETY                  | I take personal responsibility for patient and workplace safety by:  
|------------------------|---------------------------------------------------------------------  
| Safest healthcare     | • self-checking, double-checking and partnering with colleagues to avoid errors  
| for patients and      | • communicating clearly and accurately  
| staff                  | • asking questions and expecting questions to be asked about practice  
|                         | • speaking up for safety without fear of retaliation, intimidation, harassment or discrimination |

| COMPASSION             | I have care and concern for others by:  
|-----------------------|---------------------------------------------------------------------  
| Kindness and          | • showing interest and concern and actively listen to understand the views and needs of others  
| respect in every      | • greeting others, and speaking in ways that are easily understood  
| interaction           | • listening and responding in a calm, compassionate manner regardless of the situation  
|                       | • living up to UHN’s standards for customer service by making those we serve my highest priority |

| TEAMWORK               | I am committed to supporting my colleagues by:  
|-----------------------|---------------------------------------------------------------------  
| Collaboration,        | • viewing all my colleagues as valued and trusted members of the team, regardless of position, experience, role or title and always communicating honestly and respectfully  
| Cooperation,          | • contributing to my work group in positive ways and supporting the efforts of others to build our team  
| and Diversity         | • treating all colleagues with respect and dignity; valuing differences in background, culture and ethnicity  
|                       | • listening to and considering constructive feedback provided by others |

| INTEGRITY              | I conduct myself with integrity by:  
|-----------------------|---------------------------------------------------------------------  
| Ethics, Respect,      | • being trustworthy and behaving ethically  
| and Responsibility    | • taking concerns raised by others seriously and seeking resolution  
|                       | • respecting privacy and confidentiality of patients and employees and adhering to UHN’s policies and regulatory requirements  
|                       | • taking responsibility for resolving problems and asking for help when issues go beyond my ability, scope or authority |

| STEWARDSHIP           | I use resources wisely by:  
|-----------------------|---------------------------------------------------------------------  
| Optimize our resources for the greater common good | • carefully managing the use of healthcare, research, teaching and operational resources  
|                       | • developing and employing our health human resources for optimal quality and safety  
|                       | • holding myself and others accountable for achieving performance expectations  
|                       | • working efficiently and effectively to eliminate waste (time, supplies, natural resources, etc.) |

...I am living UHN’s values.