



Living Our Values Toolkit

For more information about the Living our Values Toolkit, please contact
MissionandValues@unityhealth.to and LeadershipOD@unityhealth.to



Introduction

Every day across Unity Health Toronto's sites, people from all walks of life come together to aid all in need in their suffering, healing, and in their day-to-day lives and work. We advance compassionate care, research, education and innovation by living our unique vision, mission, and values.

Unity Health's five shared values are at the core of who we are and guide how we carry ourselves when representing Unity Health. We strive to put all five of our values in action every day. We recognize that we cannot truly live one value, without also living the other four. This work is not always easy, nor perfect, but is an ongoing process that supports our growth. When we lead with these shared values in mind, we create the conditions for success – in our work, relationships, careers, communities, and in the lives of patients and residents.

Our Vision

The best care experiences. Created together.

Our Values

Human Dignity – Compassion – Excellence – Community – Inclusivity

Our Mission

Unity Health Toronto is a Catholic health-care organization providing compassionate physical, emotional and spiritual care to all in need. We advance excellence in health care through world-class education, research and innovation.



How to use this toolkit

To help all members of our community understand what our values mean, we created the Living Our Values Toolkit (LOV). This toolkit is meant for our people – whether staff, physicians, learners, patient and family partners or volunteers. It is an aspirational document that reminds us of what it means to use our values in our care for ourselves, and others. It can help new members of our community understand what makes us different; and it can be a tool to measure performance as we seek to create and deliver the best care experiences, together.

Consider using this toolkit to:

- Ask yourself what these values mean to you
- Review performance and expectations in team meetings
- Inform language in job postings
- Reflect on your professional and personal growth
- Guide you through difficult decisions

This toolkit is divided into two sections:

1. **Values in Action** - provides definitions for each value and example behaviours which are core to what our values look like in action.
2. **Supporting Behaviours** - provides examples of behaviours we can adopt to further live each Value in Action.

Unity Health Toronto Living Our Values Toolkit

VISION

The best care experiences. Created together.

VALUES



Human Dignity

We affirm that every person has sacred value and is worthy of respect.



Compassion

We enable health and healing by understanding each person's needs and by providing care with kindness and sensitivity.



Excellence

We strive to achieve the best care and quality through innovation and continuous improvement.



Community

Together we embrace diversity, trust, joy and teamwork to fulfill human potential.



Inclusivity

We foster an inclusive, welcoming environment where everyone is treated equitably and without judgement.

VALUES IN ACTION

We show people that they matter unconditionally.

We engage in behaviours driven by empathy and a desire to help others.

We grow personally and professionally to serve all in need to the best of our ability.

We create a welcoming, safe, joyful environment for the hospitality of all.

We communicate with humility in a person-centred and culturally responsive manner.

We care for people as whole persons.

We show kindness to others and self.

We collaborate and innovate for the purpose of helping.

We help people and communities flourish.

We apply self-awareness of privileges, power, biases, actions and language to build greater equity.

We are respectful and attentive.

We cultivate hope and gratitude.

We strive to deliver the highest standards of work.

We build healthy relationships with internal and external groups.

We take action towards social justice, anti-racism, anti-oppression and anti-discrimination.

MISSION

Unity Health Toronto is a Catholic health-care organization providing compassionate physical, emotional and spiritual care to all in need. We advance excellence in health care through world-class education, research and innovation.



Human Dignity

We affirm that every person has sacred value and is worthy of respect.

Value in Action

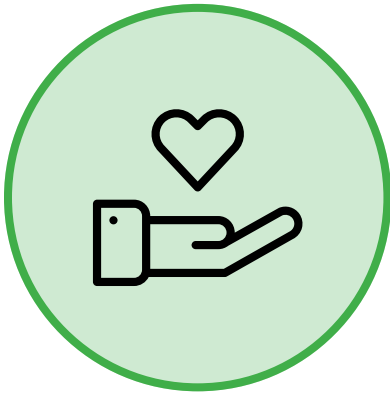
We show people that they matter unconditionally.

We care for people as whole persons.

We are respectful and attentive.

Supporting Behaviours

- Practices patience with self and others.
- Helps people feel seen; acknowledges people even if they do not acknowledge you.
- Values the unique contribution of all roles and areas within the organization.
- Learns about and appreciates people as whole persons (e.g., cares about patients and residents beyond diagnoses, cares about colleagues beyond their work roles).
- Appreciates people for who they are, without assumptions, judgements, prejudice or discrimination, recognizing that each person has their own lived experience.
- Shows respect for people's traditions, customs, values, beliefs, needs, and preferences.
- Gives the person(s) you are engaging with your full attention and takes time to actively listen to hear what is said.
- Respects people's time (e.g., by keeping them informed, providing context and explaining any changes upfront).
- Learns about and meets people's communication preferences (e.g., refers to people by their chosen name and pronouns, accommodates language needs and cognitive / sensory abilities).



Compassion

We enable health and healing by understanding each person's needs and by providing care with kindness and sensitivity.

Value in Action

We engage in behaviours driven by empathy and a desire to help others.

We show kindness to others and self.

We cultivate hope and gratitude.

Supporting Behaviours

- Provides comfort and support to those experiencing challenges and suffering, and responds to signs of distress.
- Seeks input to ensure that compassionate behaviours are having their intended impact; shows willingness to apologize and change behaviour when needed.
- Aligns work and actions with the core purpose of helping and with [Unity Health Toronto's Care Experience Charter](#).
- Practices self-reflection, self-compassion (e.g., allows oneself to feel difficult emotions without judgement), self-care and forgiveness of self and others.
- Reflects on and acknowledges the circumstances, perspectives and feelings of others (e.g., considers possible reasons behind people's behaviours).
- Asks and listens to others about their expectations, needs and what matters most to them without judgement.
- Sees and shares hope even in difficult circumstances.
- Celebrates the strengths and contributions of others; looks for the good in self and others.
- Practices gratitude and appreciation for ordinary, everyday actions.



Excellence

We strive to achieve the best care and quality through innovation and continuous improvement.

Value in Action

We grow personally and professionally to serve all in need to the best of our ability.

We collaborate and innovate for the purpose of helping.

We strive to deliver the highest standards of work.

Supporting Behaviours

- Pursues meaning and purpose through growth and development and supports others to do the same.
- Looks for opportunities to share our learning and resources with Unity Health and our wider community.
- Works towards success based on personal, team, organizational, and community goals and needs.
- Learns from successes and failures, addresses mistakes and feedback for continuous learning and improvement and supports others to do the same.
- Includes all stakeholders in collaborative decision making (e.g., patient partnered care, community engagement).
- Recognizes where extra effort is needed and seeks initiative to get the job done, including seeking support if needed.
- Continuously tracks, reflects on and achieves measurable improvements.
- Identifies and shares opportunities for improvements large and small; uses critical thinking to apply the best approach possible (e.g., considering evidence-based practice and policies).
- Dedicated to meeting the [eight dimensions of quality](#): effective, efficient, person-centred, safe, timely, equitable, patient and family partnered care, and wellness.



Community

Together we embrace diversity, trust, joy and teamwork to fulfill human potential.

Value in Action

We create a welcoming, safe, joyful environment for the hospitality of all.

We help people and communities flourish.

We build healthy relationships with internal and external groups.

Supporting Behaviours

- Welcomes and encourages differing opinions, and allows people to feel comfortable sharing their ideas.
- Fosters joy in work by strengthening camaraderie and belonging (e.g., by taking time to connect, creating fun and memorable experiences).
- Values patients, residents, family members and the wider community as co-designers and experts (e.g., involves Patient and Family Partners (PFPs) in organizational initiatives, supports the Indigenous-led provision of health services).
- Encourages and creates opportunities for social connection.
- Makes decisions that consider the impact on individuals, communities, and environmental sustainability.
- Encourages others to use their strengths, believe in themselves, take calculated risks and lead regardless of job role.
- Builds connections across the organization and with external communities.
- Communicates openly, honestly and follows through on commitments to build trust.
- Engages in dialogue around differences with openness.



Inclusivity

We foster an inclusive, welcoming environment where everyone is treated equitably and without judgement.

Value in Action

We communicate with humility in a person-centred and culturally responsive manner.

We apply self-awareness of privileges, power, biases, actions and language to build greater equity.

We take action towards social justice, anti-racism, anti-oppression and anti-discrimination.

Supporting Behaviours

- Demonstrates humility by listening to and learning about the experiences of others from their perspective.
- Reflects on the impact of language and commits to using inclusive language.
- Shares information in a way that others understand.
- Explores how biases and systems privilege or marginalize persons and populations.
- Is aware of and addresses structures and barriers that contribute to inequity (e.g., policies, processes, systems and procedures).
- Engages in ongoing self-reflection, learning and unlearning; does not put the onus on individuals with lived experience to educate.
- Identifies, interrupts and educates about incivility, micro-aggressions, gossip and harassment.
- Advocates for social justice and works to create equity in health, wellbeing, education, resources and opportunities.
- Co-creates spaces that are accessible, safe and welcoming to all, across abilities, cultures and needs.