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GENERAL MANUAL POLICY

APPROVED BY:

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Executive Director

CATEGORY: Human Resources

TOPIC: Staff Code of Conduct

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POLICY

It is the policy of Community Living Thunder Bay that all staff are required to conduct themselves in the performance of their duties in a thoroughly professional, respectful, and humane manner. To provide general guidelines in such conduct, the following Code of Conduct is adopted. To comply with regulations or legislation, supervisory staff may establish additional written standards for their jurisdictions as approved by the Executive Director. Violations of the Code of Conduct will be treated as a disciplinary matter.

PURPOSE

Employees of the Association will be expected to exemplify by their conduct and practice, respect for and acceptance of all persons as outlined in the Association's Vision and Mission.

Initial: KOP.

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PROFESSIONAL OBLIGATIONS

1. To accept that they are in a position of trust.
2. To hold the welfare of people supported as their primary professional responsibility.
3. To respect the privacy, the feelings, and the human rights of individuals receiving support.
4. To adhere to all policies, procedures and practices as contained in the Association's Policy Manual.
5. To use in a professional and appropriate manner, information obtained in the course of professional relationships.
6. To report in writing to one's supervisor with a copy to the Human Resource Director, any conduct or behaviour that violates the Code of Conduct or values outlined in the Vision, Mission or Goals of the Association.

The Team Leader shall report in writing this information to the Coordinator of Supports and Services with a copy to the Director of Support and Services or the Director of Day Services which will in turn copy the Executive Director, and provide the employee with follow-up in writing with a copy of this report to the Human Resources Director.

7. To work cooperatively with other persons and/or agencies, thereby enhancing the quality of support received by individuals.
8. To be responsible for their professional conduct.
9. To strive to increase their professional competence and to be prepared to share knowledge and experience with colleagues.
10. To present oneself as positive and professional in appearance, attire, hygiene and conduct.
11. From a Health and Safety perspective and in the context of minimizing risk, wearing jewellery and long hair should be with discretion with consideration to potential risk involved.

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UNACCEPTABLE CONDUCT

The following conduct is not acceptable for employees of the Association. Serious breaches of professional ethics or of this Code of Conduct may result in disciplinary action, up to and including suspension and discharge.

1. To neglect or abuse people receiving support.
2. Without reasonable cause, to withhold a service or fail to provide information about the availability of a service, or to neglect to provide supports or information after undertaking to do so.
3. To fail to respect the privacy and dignity of a person or family serviced by divulging without consent, information learned in the course of the performance of one's duties, except when required by law, or for other compelling reasons. See policy statement on Confidentiality.
4. To violate the human rights of people receiving supports.
5. To discriminate against, to make an object of derision, or otherwise treat people receiving support with disrespect.
6. To abuse a position of authority or a professional relationship to the detriment of people receiving support or colleagues.
7. The theft or misappropriation of funds or property of a person receiving supports.
8. To commit insubordination.
9. To leave the assigned place of work without permission or authorization during working hours.
10. To falsify Association records, or to give false personal or other information to the Association.
11. To be absent or tardy without authorization or reasonable cause, especially chronically.
12. To report for work while under the influence of alcohol, drugs or other intoxicants, or to report to work suffering the effects of alcohol drugs or other intoxicants.
13. To use or consume without authorization, alcohol, drugs or other intoxicants while on duty.
14. To use leave for purposes other than the reason for which it was granted.
15. To use personal cellular phones during working hours.
16. To bring children or pets to work during working hours.
17. To make use of the bathing/laundry facilities while supporting individuals.
18. To use the Association's fax machines for personal business.
19. To conduct oneself in a manner inconsistent with the letter or spirit of the Staff Code of Conduct, or any Association policy and procedure statement, or of any part thereof.