



# Code of Conduct and Professionalism

Note: The following document must be used in combination with all other Community Living Dryden-Sioux Lookout (CLD-SL) policies and procedures, job descriptions, and orientation checklists for a comprehensive overview of CLD-SL ethics. The content of the Universal Declaration of Human Rights is the guiding principal that applies equally to the individuals we support, our co-workers and ourselves.

## **Your Conduct and Supported Individuals' Rights**

Your conduct with each of the individuals you support must respect their rights at all times. Those most basic rights are outlined for you in the Client Rights and Responsibilities Policy.

### **Each individual you support has the right to:**

#### Person Directed Supports

As an employee, I will:

- Respect and empower each person, to make informed decisions about all parts of their life, regardless of my own values, beliefs and ideas
- Support the individuals to advocate for their personal preferences and needs
- Encourage individuals to ask for change when they don't like something about their support
- Encourage individuals to choose those who help them make decisions, and ensure that they are present at meetings about them - "Nothing about me without me"
- Ensure that each individual's services are reviewed on a regular basis
- Respect each individual's right to make decisions and determine their own goals

#### Physical and Emotional Wellbeing

As an employee, I will:

- Recognize that every individual has the right to love and be loved
- Encourage self-respect, confidence and an understanding of human rights
- Respect the individual's right to make a complaint, without fear of retaliation
- Provide the individual information on how to keep safe, by working with the individual and their support network to identify risks and create safeguards in order to address those risks
- Be vigilant in identifying and reporting any situation in which the individuals I support are at risk of or have been subjected to abuse, neglect, exploitation or harm following the Abuse policy and legislation.
- Provide and advocate for a barrier free environment (physical, attitudinal, environmental etc.) that meets the changing needs of each individual
- Encourage each individual to develop knowledge about themselves and their abilities and interests, and be an advocate for themselves

#### Relationships

As an employee, I will:

- Advocate for the individuals I support to access opportunities to facilitate building and maintaining relationships
- Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the individuals I support, based on their personal preferences
- Ensure that individuals are provided with the information, to make informed choices, to safely express their sexuality
- Proactively facilitate relationships between the people I support, their family, friends and community members
- Refrain from expressing negative views, harsh judgements, and stereotyping of people, especially those close to the individual I support



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## Integrity and Responsibility

As an employee, I will:

- Recognize the importance of role modeling valued behaviours to person's receiving support, my team and the community at large
- Be responsible and accountable for my decisions and actions
- Seek advice and guidance on ethical issues from others, as needed, when making decisions
- Develop a relationship that is based on dignity and respect, while maintaining professional boundaries
- Not accept money or loans from the individuals we support and/or their families, nor will I enter into contractual relationships which could be perceived as a conflict of interest
- Refer to my Supervisor for direction over the acceptance of entertainment, gifts or benefits that grant or may appear to grant preferential treatment
- Not sell or lend my personal property to individuals supported and/or their families
- Not promote my personal business or personal fundraising for my personal gain in any way unless pre-approved by my Director. Community fundraisers are usually acceptable but permission must be granted ahead of time and it is not to be promoted while working or to individuals being supported.

## Confidentiality

As an employee, I will:

- Respect each person's right to privacy
- Treat all personal information with confidentiality
- Seek information directly from the individual I support regarding their wishes in how, when and with whom private information is shared
- Clarify any situations with my Supervisor, when I am unsure of the correct course of action
- Endeavour to support a work atmosphere that is open and trusting while maintaining confidentiality for all

## Fairness and Equity

As an employee, I will:

- Ensure individuals are given information about their community and support them to access the opportunities and the resources of their community as they desire
- Support individuals to understand and express their rights and responsibilities

## Respect

As an employee, I will:

- Respect each individual for the unique person that they are
- Treat each individual with dignity and honour their choices and preferences
- Recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the individual supported and his/her social network
- Uphold the CLD-SL Mission, Vision and Values statement and I will provide opportunities for individuals, to live as a full and participating citizen in their own community

## Advocacy

As an employee, I will:

- Support individuals to communicate for themselves
- Represent the best interests of those who cannot communicate for themselves by acquiring information from their supports/ families, in order to understand and communicate their needs
- Advocate with the individuals I support for inclusion and full community participation
- Consult with the Program Manager or the Director, when I am unsure of the appropriate course of action in my advocacy efforts



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### Self Determination

As an employee, I will:

- Work in partnership with others to support individuals to lead self-directed lives
- Honour the individual's right to assume risk in an informed manner
- Recognize that each individual has potential for lifelong learning and growth

### **Your conduct as a team member with Community Living Dryden-Sioux Lookout**

As an employee of CLD-SL, I will:

- Create a positive work environment by speaking and behaving in a friendly, positive and courteous way
- Work as a team member by supporting my co-workers to successfully do their work
- Value, respect and recognize the work of others
- Contribute to a healthy work environment
- Work towards personal and professional growth to improve my overall effectiveness as an employee of the CLD-SL
- Treat coworkers with respect, being honest and truthful, without being hurtful and work to resolve conflicts directly with them
- Follow a conflict resolution process as outlined in policies and procedures and speak directly to the individual and when resolution is not found bring in support from management or Human Resources
- Uphold all applicable laws as noted throughout the CLD-SL policies and procedures to protect and/or enhance the mission of the CLD-SL
- Have the right to professionally state my position if I disagree with my supervisor's or management's decision, but I will respect and support the decisions of my supervisor or the management team.
- Bring concerns about my job or agency policy and procedures to my own supervisor
- Remind others who complain about their work conditions or another person to talk directly to the individual or their supervisor and hold each other accountable
- Foster good communication and where communication breakdown occurs assume good intent and work towards team solutions
- Be conscious of my own values and how they influence my decisions
- Respect Personal Privacy. Employees are under no obligation to reveal personal information, unless there is a legitimate business need.
- Not support Workplace Rumours and Gossip. The spread of workplace rumours by way of gossip is strictly prohibited. This includes verbal, written and electronic communication. Workplace rumours are capable of spreading quickly, and may irreparably damage the professional image or reputation of our employees, and our reputation as an employer. In some cases, workplace gossip or rumours may constitute harassment or verbal assault.

To combat the spread of workplace gossip/rumours, as an employee I should:

- Not speak or insinuate another person's name when that person is not present unless it is to compliment them, or make reference regarding work matters; and
- Refuse to participate in derogatory or malicious gossip or rumours.
- Report the incident(s) to management for investigation if I am engaged in, or affected by workplace gossip or rumours
- Speak directly to other staff that I have a concern or conflict with and attempt to resolve the concern together first and use all other agency processes as needed afterwards if I am unable to find a solution.
- Speak to my own director or designate about concerns and questions about my job duties or conditions and method of supervision so they can help find solutions together with me and use other agency processes beyond that when resolution is not found.
- Use professional Language. The use of profane language may be offensive to some employees, individuals supported, or visitors and is generally unprofessional conduct that is unacceptable in the workplace. Please be sensitive to others.



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- Avoid causing undue distractions in the workplace via excessive noise from conversations, radios or other music playing devices, or computers.
- Respect the work schedules of others when engaging them in conversation, or providing any type of distraction that may remove their focus from work.
- Maintain a clean workplace by cleaning up after themselves whenever possible, including at their desk or workstation, and in any common areas.
- Respect my co-workers time and be on-time for meetings and appointments and if I am unavoidably delayed let others know ahead of time.
- Disclose other commitments that may represent a conflict of interest to my Program Manager or Director of Service.
- Be aware of public perception within the community and elsewhere and how my actions both personal and professional may be interpreted, and the effect this could have on the reputation of the CLD-SL
- Treat community members with respect and dignity
- Use the complaint/feedback policy when warranted and participate in solutions.
- Respect CLD-SL, and not do anything that might bring harm to the reputation of CLD-SL

### Acknowledgment & Agreement

I, \_\_\_\_\_, acknowledge that I have read and understand the Code of Conduct and Professionalism. Further, I agree to adhere to it and I will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy, I may face disciplinary action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

If you are found in contravention of any of the conditions above disciplinary action up to and including termination of your employment will result.

This Ethical Code of Conduct and Professionalism is reviewed annually.

Policies and documents to refer to:

- GEN-100-03 Confidentiality
- GEN-100-13 Complaints/Feedback Process
- GEN-100-15 Conflict of Interest
- IND-200-05 Abuse
- IND-200-06 Client Rights and Responsibilities
- STF-300-03 Harassment and Violence in the Workplace
- 324-12 and 324-16 Grievance Procedures
- Developmental Services Core Competency Project Dictionary
- CLD-SL Mission, Vision and Values
- Universal Declaration of Human rights
- Canadian Charter of Rights and Freedoms
- Provincial Human Rights Legislation
- Conflict Resolution Guidelines (to be announced)