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| Section | GA | General Administration | Effective Date: | May 2003 |
| Sub-Section | 15 | Code of Ethics | Last Revised Date: | August 2019 |
| Approval: Executive Director | | | Reviewed: | August 2019 |
| <i>S. McNamara - August 19, 2019</i> | | | | Page 1 of 3 |

CODE OF ETHICS

GUIDING PRINCIPLES

This code is intended to serve as a guide to the everyday conduct of CLNG employees and volunteers within the parameters of the Association’s goal.

This code is based on our fundamental values which include recognition of the worth, dignity and uniqueness of all persons, as well as their rights and opportunities. It is also based on the nature of our support provision which fosters conditions that promote these values.

It represents CLNG’s expectations of ethical behaviour in professional relationships with Service Users; their Families and Friends; Colleagues and other Professionals; the Employer; and the Community.

Service Users

In relationships with Service Users ...

- the employee will, in the performance of his/her job responsibilities, provide support to the Service user as outlined in the individual’s Self-Directed Support Plan. The employee will recognize that where conflict may arise regarding their own personal opinion(s), standard(s) or value(s) he/she will be expected to maintain a level of objectivity consistent with their responsibility in assisting the individual.
- the employee’s primary responsibility is to provide quality support to the Service Participant as outlined in their respective Job Classification Description in accordance with Policies and Procedures, Managerial instructions and identified team approaches.
- the employee interact with the Service Participant in a respectful manner. Consensual Intimate relationships with supported individuals will not be permitted (dating, sexuality) while in the employ of Community Living North Grenville. Natural friendships are permitted provide they do not compromise the employees ability to provide objective, and professional support to the individual.
- The employee will respect the privacy of all people using the services through Community Living North Grenville.
- Employees will not conduct personal fundraising during work hours.

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| <i>S. McNamara - August 19, 2019</i> | | | | <i>Page 2 of 3</i> |

Families and Friends

In relationships with Families and Friends ...

- the employee will demonstrate a supportive, respectful, cooperative approach in their interactions with those people who are important in the Service Users' lives.
- the employee will facilitate communication with significant persons in accordance with the wishes of the Services Participant.

Colleagues and Other Professions

In relationships with Colleagues and Other Professionals ...

- the employee will be expected to respect the personal privacy and professional confidentiality of his/her colleagues, recognizing and accepting personal differences, except where the well-being of the Service User(s) may be involved.
- the employee will demonstrate a supportive, respectful and co-operative approach in his/her interactions with his/her colleagues.
- where an individual staff action/decision/opinion would be based on issues concerning Health and Safety, an individual's Rights and Responsibilities, or would be in opposition to agreed upon team approaches, then that individual staff will have the responsibility of discussing their concern/idea with the respective Supervisor and receive approval prior to implementing any changes to established practice(s).

The Employee

In relationships with the Employer ...

- the employee will continually apprise himself/herself of the policies, procedures, rules and principles of CLNG and in accepting or continuing employment with the agency, agree to adhere to these policies, procedures, rules and principles recognizing that the ultimate responsibility for the quality of service they provide is their own.
- where the employee feels they have cause to question, express concern or challenge the policies, procedures, rules or principles of CLNG, they will express their views through the use of appropriate internal channels while maintaining a professional, confidential and respectful representation of the agency within the community.

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| <i>S. McNamara - August 19, 2019</i> | | | | <i>Page 3 of 3</i> |

- the employee will have the responsibility of keeping abreast of relevant developments within the Human Services field as it pertains to CLNG.

The Community

In relationships with the Community ...

- the employee will be expected to foster public support and awareness throughout their work within the community.
- the employee should act to ensure that all persons have access to the resources, services and opportunities which they require or desire.
- the employee should act to expand choice and opportunity for all persons.

Our role in this code is actualized through ...

- integrity
- honesty
- mutual respect
- empathy
- innovation
- working towards a common goal
- objectivity
- acceptance of differences
- appreciation of diversity
- competence

Investigation

- The employer will commence an internal investigation of all violations of Ethical codes within 10 working days.
- The investigation will be conducted by the Executive Director and Human Resources Coordinator.
- A report of this investigation will be completed within 30 days of commencement of the investigation
- The Executive Director and Human Resources Coordinator will meet with the person or persons who violated the ethical code within 7 working days after completion of the final report and determine disciplinary action where appropriate.