

	POLICIES AND PROCEDURES	Policy No:	HR-CON-02
SECTION:	HUMAN RESOURCES	Original D:	May 13, 2022
SUB-SECTION:	CONDUCT	Revised D:	
SUBJECT TITLE:	CODE OF ETHICS & PROFESSIONAL CONDUCT	Reviewed D:	
APPROVAL:	Executive Director, John Hagens	Review D:	
REFERENCES:			

PURPOSE:

The purpose of this policy is to provide CLSL employees, volunteers, and students with clear standards for acceptable behaviour and social norms that align with the ethos of CLSL and which must be adopted on a day-to-day basis when working or representing CLSL.

POLICY:

While providing supports and services, all employees, volunteers and students will conduct themselves in a manner that is positive, respectful, professional and constructive. An employee, volunteer or student whose conduct is deemed unlawful may be subject to criminal reporting and proceedings. Unacceptable conduct may be subject to disciplinary action up to and including dismissal.

EXPECTED / ETHICAL BEHAVIOURS:

Attitudes, behaviours and supports shall:

- Reflect a positive image of CLSL
- Reflect a positive image of people being supported
- Avoid the labeling of people who have a disability
- Respect each person's privacy and rights
- Reflect / portray respect, acceptance, understanding and empathy towards others
- Be positive and constructive
- Promote an understanding of complex emotions, behaviours and situations
- Promote natural relationships and inclusion within the community
- Promote natural consequences which permit the person to learn safely from experiences of daily living
- Facilitate informed choices
- Be creative and positive in re-directing inappropriate behaviours
- Promote independent decision making
- Be professional and considerate of others
- Be flexible and adaptable
- Be non-discriminatory
- Be non-critical of others' opinions, standards, or values
- Be non-confrontational and non-derogatory
- Be honest and act with integrity

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UNLAWFUL AND / OR UNACCEPTABLE BEHAVIOURS:

Following are examples of (but not limited to) unacceptable conduct that will not be condoned.

- Breaches of confidentiality
- The willful neglect, physical or verbal abuse of a person being supported
- Purposely or carelessly placing people at risk
- Neglect, willful abuse or destruction of Association property
- Inappropriate use of Association equipment or supplies
- Insubordination
- Fighting on Association property or while working
- Demonstrated dishonesty
- Falsification and misrepresentation of situations, records or documentation
- Chronic tardiness
- Unapproved and / or chronic absence
- Reporting for work while under the influence of, or suffering from the effects of alcoholic beverages, drugs, or other intoxicants
- The unauthorized possession and consumption of alcohol while on duty
- The possession and use of illegal drugs while on duty.
- Using leave for purposes other than the reason granted
- Conduct within the community that publicly creates a negative image of CLSL
- Conduct within the community that compromises the Association or presents it in a negative manner.

PROPERTY OF THE ASSOCIATION:

Employees given access to any property of the organization should ensure that it is properly used for the purpose of conducting the organization's business. Misappropriation of the organization's property for personal use or for resale is strictly prohibited.

On occasion, when CLSL property is going to be used by employees for personal reasons, proper authorization must be granted from your Supervisor, Director, or the Executive Director prior to use. The borrowed property must be promptly returned in the same shape or better as it was when it was taken. Should damages occur during such use, all costs of repair or replacement shall be borne by the employee borrowing the equipment or property.

ACCEPTING GIFTS, MEALS & ENTERTAINMENT:

It is CLSL's policy to prohibit all employees, volunteers, students from soliciting any gift from any persons having business dealings with the organization (e.g. service recipients and their families, suppliers, contractors).

CLSL recognizes that gifts, meals or entertainment may, on occasion, be presented to employees, volunteers or students (by other agencies, families, suppliers or contractors) as unsolicited tokens of appreciation.

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On such occasions, the following are normally acceptable when given by private third parties:

- Token seasonal gifts, where such gifts are a common cultural feature, and the value is modest.
- Small corporate, promotional gifts
- Occasional attendance at ordinary sporting or cultural events such as theatre performances or hockey games.
- Gifts presented to employees in their official capacity where refusal could be seen as unsociable or impolite (e.g. a gift bag presented to a staff member during a seminar in which he is invited to be the guest speaker)
- Gifts of perishable nature (e.g. food or drink) that can be shared among the office, another site or during an activity organized by CLSL.
- Gifts that are suitable for display (e.g. a painting, vase, etc), and may be retained in the recipient's office or elsewhere in the facility or organization.

Gifts, meals or entertainment must not be extravagant or not commensurate with the occasion and must not contain: cash; illegal substances; anything that is counter to the Agency's principles and ethical business practices, or anything that would damage the Agency's reputation if publicly reported.

Where gifts do not fall in the above "normally acceptable" category, the gift, meal or entertainment should be declined with an explanation of the policy and a request that gifts not be purchased for him/her in the future. This should occur when the gift comes directly from a person in service.

RELATIONSHIPS IN THE WORKPLACE / PERSONAL & PROFESSIONAL BOUNDARIES:

Professional boundaries are the rules that govern how we interact in our relationships with others. They are legal, ethical and organizational frameworks that protect both the employee and service recipient from physical and emotional harm and help to maintain a safe and respectful working environment. Personal boundaries include physical, emotional and mental limitations adopted by the care workers to keep them from being drawn in or becoming overly invested in their client's lives.

Realistically, both personal and professional boundaries will occasionally be crossed or blurred at various points in a caretaker-client relationship due to difficult situations, stress, or even client manipulation. Examples of Boundary Crossing includes receiving and/or personally buying gifts; agreeing to socialize outside of the context of work; breaching confidentiality; inappropriate verbal/physical contact; developing feelings of attraction for client or family members; discussing personal problems with your client; etc. It is critical that the employee takes responsibility to avoid boundary crossings from becoming a pattern and ensures that the person in their care cannot misread or become confused about their relationship.

Professional boundaries apply to all forms of communication. This includes the use of social media. Though allowing persons supported to have some insight into their care-givers personal life is not always a bad thing, persons in care must view their caretakers as a professional, and not as a friend.

CLSL, therefore, strongly encourages its staff not to connect with service recipients on social media sites like Facebook, Twitter, Instagram or TikTok as it blurs the lines of personal and professional interaction.

CLSL also strongly advises against befriending anyone who does not hold the same authority as you. I.e. Management should not befriend persons they supervise (or could supervise at another point in time).

CONFLICT OF INTEREST:

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A conflict-of-interest situation arises when the “private interests” of the staff compete or conflict with the interests of the organization. “Private interests” means both the financial and personal interests of the staff or those of their connections including:

- family and other relations.
- personal friends.
- the clubs and societies to which they belong; and
- any person to whom they owe a favour or are obligated in any way.

When called upon to deal with matters of the organisation for which there is an actual or perceived conflict of interest, the staff member should make a declaration in writing to his supervisor. He should then abstain from dealing with the matter in question or follow the instruction of his supervisor who may reassign the task to other staff.

RESPONSIBILITIES / AUTHORITIES:

It is the personal responsibility of every staff member to understand and comply with the Code of Conduct.

All managers should also in their daily supervision ensure that their subordinates understand and comply with the standards and requirements stated in the Code. Any problems encountered as well as any suggestions should be channeled to through one’s immediate supervisor to the Director for consideration and advice.

Any staff member who violates any provision of the Code will be subject to disciplinary action. In cases of suspected corruption or other criminal offences, the appropriate authorities will be contacted.

TRAINING:

CLSL will provide training to all employees, volunteers and students in regard to this policy, Ethics of Touch and Professional Boundaries during Orientation and additionally as deemed necessary by management..

ACKNOWLEDGEMENT:

I have read, understand, and agree to abide by, this Acceptable Use Policy:

_____ Date: _____

