


Code of Conduct

<p>SECTION: Human Resources</p> <p>DEPARTMENT: Human Resources</p>	<p>EFFECTIVE DATE: May 2021</p> <p>DATE LAST REVISED: May 2021</p>	<p>Approved by:</p>  <p>Chief Executive Officer</p>
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POLICY STATEMENT

Kerry's Place Autism Services (Kerry's Place) is committed to providing an environment where conduct is consistent with the organization's Values and relevant Policies and Procedures.

Purpose


The purpose of this policy is to provide a shared commitment to the expected conduct that flow from our organization's values, our relevant Policies and Procedures and relevant legislation. It documents the behaviors that are expected by those connected with Kerry's Place and it supports the achievement of the organization's mission, vision and goals.

Scope

All authorized Kerry's Place employees, agency employees, students, volunteers, consultants/ contractors, and visiting family/friends of individuals supported at all locations in the organization are subject to this policy.

Further this policy also applies to situations involving the stakeholders above that may involve telephone/video/virtual communication and/or Kerry's Place program and service delivery in community settings.

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Definitions

Organizational Values

Our values are the foundation of our work with the persons we support, their families, our employees, funders, community partners and other stakeholders:


- Showing **Respect** by advancing the dignity and uniqueness of all persons.
- Championing **Choice** by supporting the right of all persons to make informed choices.
- Working with **Integrity** by valuing truthful, accountable and ethical interactions.
- Fostering **Teamwork** by reinforcing the synergy that comes from all of us working safely together.
- Emphasizing **Continuous Learning** by sharing knowledge and enabling personal growth.

Respect

We will....

- Conduct ourselves in an honest, professional, courteous and friendly manner, in all matters pertaining to our position and in a manner that projects and maintains the reputation of Kerry's Place.
- Treat each individual connected with Kerry's Place with dignity.
- Contribute to a workplace that is free of harassment, violence, reprisal and discrimination.
- Recognize and demonstrate respect for diversity.
- Protect confidentiality. We will keep confidential all information of a personal nature involving our supported persons and our colleagues as well as information designated

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as confidential pertaining to Kerry's Place operations. We will read only the information that we are authorized to access.

- Use and protect Kerry's Place buildings, grounds and equipment with respect and care.

Choice

We will...


- Support the right of all persons to make informed choices.
- Be guided by the needs of those that we support in our decision-making.
- Advocate on behalf of adults, children and families.
- Maintain appropriate professional boundaries.
- Ensure that any involvement to promote Kerry's Place activities/events by those we support or their families is voluntary, informed and protects the person's dignity.
- Ensure that all persons provide consent to having their image captured via photography or video.

Integrity

We will....

- Acknowledge, disclose and appropriately address any factual, perceived or potential conflict of interest that may interfere with ethical delivery of service to clients and/or business.
- Utilize Kerry's Place IDEAS ethical framework as required.
- Accept gift and favours only if they are of nominal value and based on goodwill, rather than on the potential for unfair advantage.

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- Ensure that equipment and supplies that are provided to us will be used directly for our work at Kerry's Place.
- Adhere to all policies, procedures, practices, all applicable laws and regulations and, if applicable, the collective agreement(s).
- Maintain all information and records honestly and accurately.
- Be prompt at work/maintain regular attendance.
- Perform employment responsibilities competently.
- Ensure appropriate attire/dress in the workplace, including but not limited to proper footwear and any Personal Protective Equipment supplied for safely performing job duties.
- Secure and lock files, desks, cabinets, and offices.
- Be aware of noise levels and respect the workspace of others.
- Ensure your work environment is free of hazards.
- Demonstrate ethical behaviour.

Teamwork

We will...

- Place the broader goals of the team above our own individual aspirations.
- Work actively, cooperatively and collaboratively with others and recognize our impact on one another.
- Hold ourselves accountable, take responsibility for our words and actions, and follow through on our commitments.
- Be accessible to others and share information that others require to conduct their work.

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- Resolve conflicts directly and in a professional manner, following timely and appropriate channels of communication.
- Practice active listening and seek understanding of other perspectives.

Continuous Learning

We will....

- Be open and responsive to new ideas and initiatives at Kerry's Place and actively participate in the steps necessary for the organization to improve.
- Take personal responsibility for our professional growth and development while actively seeking opportunities to develop new competencies.
- Adhere to any established standards of work.
- Abide by the code of ethics and professional standards as outlined in Kerry's Place policies and procedures.
- Know and follow all pertinent legislation applying to our work at Kerry's Place and will be vigilant to ensure that our practices meet regulatory requirements.
- Be guided by best practices.
- Work to ensure a healthy and safe environment for all, and comply with our individual responsibilities for health and safety.
- Maintain mandatory professional development responsibilities as well as continually seek out and share new information that will help Kerry's Place provide a better service.
- Participate and support in organizational quality improvement and accreditation efforts.

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Roles and Responsibilities

Employee:

- Be aware of and comply with the Code of Conduct and its related policies.
- Report any concerns to their immediate supervisor or in circumstances where it is more appropriate to their Human Resources Rep.
- Review and acknowledge the policy annually.

Manager:

- Provide a professional and respectful workplace.
- Ensure staff adheres to this policy.
- Take appropriate actions to address and resolve any concerns related to their staff not adhering to the Code of Conduct.
- Escalate to and involve Human Resources where necessary.


Human Resources:

- Communicate, and ensure consistent interpretation and application of this policy to all employees.
- Serve as a resource for all inquiries pertaining to application about application and interpretation of the policy.
- In circumstances when the policy is contravened as it pertains to any employment legislation such as ESA, OHSA and the Ontario Human Rights Code, Human Resources will participate in conducting the workplace investigation.

Family Members

- Be aware of and comply with the Code of Conduct and its related policies with special emphasis on those policies that focus on expectations related to behavior towards our employees and those we support:

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- HS 325 Safety from Workplace Violence and Harassment
- SS 511 Policy on Complaints/Feedback Process
- B 10 Confidentiality
- Report any concerns utilizing the organizational complaint policies.

Communication

The Policy and Procedure will be communicated to new hires during orientation and subsequently at team meetings if necessary. This policy will be reviewed and acknowledged annually by all staff.

Evaluation

This policy will be reviewed every three years by the Human Resources department in collaboration with Senior Leadership.