

Code of Conduct

SECTION: Human Resources DEPARTMENT: Human Resources	EFFECTIVE DATE: May 2021 DATE LAST REVISED: February 2024	Approved by:  Chief Executive Officer
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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 flows from our organization's values, our relevant Policies and Procedures, and relevant legislation. It documents the behaviours 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, individuals supported by Kerry's Place 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.

POLICY STANDARDS:

Kerry's Place will not condone conduct that breaches the Code of Conduct. Staff who breach this policy may be subject to discipline, up to and including termination. Individuals supported by Kerry's Place or family/friends of individuals supported by Kerry's Place who breach this policy may be subject to follow up discussions with the Director or VP of the respective program. The Family Charter of Commitments will be reviewed and a plan will be developed if required to improve communication. The complaints policy will be followed should a breach of this policy ensue.

Specifically, staff, independent contractors, agency staff, volunteers, and students will:

- Always work in a way that reflects the values of Kerry's Place: Respect, Choice, Integrity, Collaboration and Excellence
- Demonstrate the right for each person to be treated with respect and kindness
- Be responsive and sensitive to diversity amongst the people we support, staff, and the public
- Provide the highest quality of services that will benefit the people we support
- Ensure that the treatment of staff and services to people supported are based on an individual's needs, regardless of their income, age, gender identity, gender expression,

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ethnicity or race, sexual orientation, physical and mental ability, and/or any other factors
Supported Individuals, Families and Friends will:

- Always work in a way that reflects the values of Kerry's Place: Respect, Choice, Integrity, Collaboration and Excellence by following the Family Charter of Commitments
- Demonstrate the right for each person to be treated with respect and kindness by understanding the Statement of Balancing Rights, Risks and Responsibilities for persons supported
- Be responsive and sensitive to diversity amongst the people supported, staff, and the public

Respect

- Respect the rights, culture, and dignity of all and adhere to the principles of equity and non-discrimination when relating to employees, people supported, families, and others.
- Ensure that information about, and pertaining to, staff and people supported remains confidential and secure
- Respect people's homes even though they are also a staff workplace
- Never impose personal values and/or belief system on a person supported or fellow staff member
- Never compromise care or work for personal benefit and always declare any potential conflict or potential conflict of interest
- Take necessary measures to ensure individuals, staff, independent contractors, agency staff, volunteer, and student safety concerns are addressed in a supportive manner

Choice

- Assist and empower the people we support to make informed decisions about their health, care and life choices
- Advocate on behalf of the people we support and, where applicable, fellow staff to protect them from risk
- Never harm (physically or emotionally) a person supported or use excessive force when working with a person supported. Ensure that the principles of Crisis Prevention and Intervention are used appropriately and as needed.

Integrity

- It is prohibited to use alcohol or other substances, including cannabis, illegal substances, or medications that may impair performance, workplace safety, or the ability to drive a vehicle where required;
- Being impaired/unfit for duty due to the use, or after-effects, of the substances above;

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- Possession, distribution, offering, or sale of alcohol, cannabis, and other drugs/substances in the workplace; and, never provide support to a family member or friend as part of employment with Kerry's Place;
- Never seek or gain personal financial benefit (for self or related others) directly from a person supported
- Never burden people supported with personal or work-related issues
- Ensure that your actions comply with and are within the meaning and intent of all applicable laws and regulations.

Responsibility to Report

It is the responsibility of all stakeholders to report any alleged or suspected unethical conduct, incompetent or unsafe practices committed by another staff, independent contractor, agency staff, volunteer, or student.

Kerry's Place is committed to protecting all employees who report unethical conduct from reprisal as well as offering any necessary support to individuals who make reports. When an Employee makes a report of unethical conduct they must do so in good faith.

Examples of what might be considered breaches of the Code of Conduct include, but are not limited to the following:

- Misappropriation of funds or any other fraudulent action
- Theft or aiding the commission of a theft
- Deliberate destruction or sabotage of property
- Inappropriate discussions with staff members that go against Kerry's Place values
- Fighting on Kerry's Place premises at any time
- On-duty activity which leads to a charge or conviction under The Criminal Code of Canada • Off-duty activity which leads to a charge or conviction under The Criminal Code of Canada which jeopardizes either Kerry's Place's property, its security, its public reputation, its staff and/or persons supported
- Negligent or careless discharge of one's employment duties and responsibilities
- Insubordinate or insolent behaviour which amounts to resistance or defiance of Kerry's Place's authority
- Falsification of documentation
- Physical, sexual, or verbal assault directed against a person supported and/or other staff.

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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:

- Developing **Respect** by celebrating diversity, supporting inclusion, and advancing the dignity and uniqueness of all persons.
- Empowering **Choice** by providing opportunities and supporting the right of all persons to make informed choices.
- Demonstrating **Integrity** through truthful, accountable, and ethical actions and relationships.
- Promoting **Collaboration** through person-centered care and partnerships, seeking input, and valuing diverse perspectives. Striving for **Excellence** through continuous learning and quality improvement.

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.

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- In circumstances when the policy is contravened as it pertains to any employment legislation such as Employment Standards Act, Occupational Health and Safety Act, and the Ontario Human Rights Code, Human Resources will participate in conducting the workplace investigation.

All:

- 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 behaviour towards our employees and those we support:
 - HS 325 Safety from Workplace Violence and Harassment
 - SS 511 Policy on Complaints/Feedback Process
 - B 10 Confidentiality
 - Family Charter of Commitments
 - Person Centered Framework
 - Statement of Balancing Rights, Risks and Responsibilities for persons supported
- Report any concerns utilizing the organizational complaint policies.

Communication:

The Policy and Procedure is posted at sites and resource centers and 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. The policy will be reviewed and shared with the individual or family/friends as required.

Evaluation:

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

Related Documents, Forms and Tools:

HR 417 Conflict of Interest
HS 325 Safety from Workplace Violence and Harassment
SS 511 Policy on Complaints/Feedback
Process B 10 Confidentiality
Family Charter of Commitments
Person Centered Framework
Statement of Balancing Rights, Risks and Responsibilities for persons supported