



Independent Living Services Simcoe County POLICIES and PROCEDURES MANUAL

CATEGORY A: Administration and Operations

SECTION 2: Ethics and Values

POLICY NAME: Code of Ethics and Professional Standards

POLICY

The Code of Ethics guides the Agency through a set of ethical and professional standards to demonstrate acceptable personal and professional behaviour in carrying out duties of governance, leadership, business practice, service delivery, and volunteerism.

APPLICATION

This policy applies to all ILS employees, students, volunteers and contractual relationships.

CONDITIONS

Leadership

Will provide leadership, planning, and strategic direction that reflects the mission, vision, and values. Shall conduct business activities truthfully, accurately, and ethically in compliance with legal and accreditation requirements and in accordance with approved policies and procedures.

Business Practices

Will provide quality care at the highest level as delivering services that are responsible, appropriate, and cost effective.

Will be compassionate, creative, and flexible with service delivery.

Will facilitate and encourage the sharing of ideas, suggestions, and information and will treat all opinions with respect and consideration.

Will support staff in their engagement in professional development opportunities, as education is the key factor in providing the best service possible.

Quality service is demonstrated to others by what we say and do and that we act as role models for everyone we meet.

ILS believes that the health and safety of all clients served, employees, volunteers, students, and other stakeholders are a priority in providing service.

Will be vigilant to barriers that may exist and where these exist, leadership will consider corrective action.

Will respect the rights of all clients served.

Service Delivery

The best interest of all clients served will be our primary professional obligation.

Employees, volunteers, students, or contractors will demonstrate evidence of genuine interest to all clients served and dedicate themselves to their development and well-being.

Employees, volunteers, students, or contractors will commit to providing the highest quality of service to all clients served.

Diversity and Inclusion

Employees, volunteers, students or contractors will not discriminate against or refuse professional services to anyone based on gender, age, disability, diagnosis, race, colour, religion, national origin, marital status, sexual orientation, or any other legally protected status.

Employees, volunteers, or contractors shall act in ways that acknowledge both diversity and oppression and promote the reduction of systemic and institutional barriers to the well-being of all clients served.

ILS will treat all clients served with dignity and respect, being aware of cultural differences and promote dignity, empowerment and inclusion.

Employees, volunteers, students, or contractors acknowledge that all clients are unique and diverse and being sensitive to diverse cultural backgrounds is essential to excellent quality service and a strong knowledgeable team to provide that service.

Professional Responsibilities and Boundaries

Employees, volunteers, students or contractors will:

Ensure that professional, personal and occupational interests do not affect judgment, competence, or relationships with those served or with whom business is conducted.

Not impose personal beliefs on clients served or co-workers; be that religious, cultural, or otherwise.

Maintain a professional attitude, which upholds confidentiality towards all clients served, colleagues, and other stakeholders.

Not engage in inappropriate / personal conversations with, or in front of, all clients served.

Not exploit the trust of the public or co-workers.

Make every effort to avoid relationships that could impair professional judgment.

Not permit fellow staff members to present themselves as competent or perform services beyond their training and/or level of experience.

Accurately represent their education, training, experience, and competencies as they relate to the profession.

Continually assess personal strengths, limitations, biases and effectiveness.

Strive to become and remain proficient in professional practice and the performance of professional functions.

Treatment of Clients Served, Respect, Rights, and Integrity

Clients served will be treated with respect, integrity and dignity. Staff will treat all persons served with fairness, courtesy and good faith.

Feedback and input are a right of clients served and this will always be accepted in a respectful manner.

Privacy and Confidentiality

ILS shall protect the confidentiality of all professionally acquired information and only disclose such information when required, allowed by law, or when there is consent to disclosure.

- ILS will respect the privacy of all clients served and hold in confidence all information obtained in the course of receiving services
- ILS will maintain confidentiality when storing or disposing of client records
- Clients served will be awarded autonomy, privacy and confidentiality

Human Resources

Ensures that everyone is afforded equal employment, compensation and advancement opportunities regardless of gender, age, disability, race, colour, religion, national origin, marital status, sexual orientation, or any other protected class.

Is committed to creating a positive workplace by assisting employees in achieving their potential in a fair and equitable manner.

Will recruit and retain qualified and competent employees.

Will provide ongoing and appropriate education and development for employees to promote best practice based on current research.

Upon termination, staff will maintain client and co-worker confidentiality and will hold as confidential, any information obtained concerning the organization.

When staff replace a colleague or is replaced, she/he will act with consideration for the interest, character and reputation of the other professional.

Employee performance will be conducted in a responsible, fair, considerate and equitable manner.

ILS employees are expected to conform to the standards of our profession and exercise reasonable judgment and objectivity in the performance of their duties.

ILS employees will be provided opportunities for regular, timely, and accurate feedback and recognition on job performance, including setting and evaluating measurable goals with employees at the time of their review.

Marketing

Employees, volunteers, students, or contractors shall promote programs and ILS as a whole in ways that are consistent and align with the mission, vision and values of society.

Marketing of the agency will be done by permission of the Executive Director and Board of Directors or designate.

Promote and market excellence and maintain competence in the delivery of our services and in our professions.

Will market our services in a way that is open, honest, accurate and truthful.

Will not use information of clients served to solicit for the purpose of fundraising, marketing new programs, or make awareness of new programs without prior consent and authorization.

Contractual Relationships

Contractual relationships may be engaged from time to time and when doing so, contractors will abide by the entire Code of Ethics.

All contractual relationships will be honored through a signed agreement.

When appropriate, contractors will be solicited through a transparent process that reflects accountability and fair business practices.

Personal Fundraising and Exchange of Gifts, Money, and Gratuities

Employees, volunteers, students or contractors will:

Not engage in personal fundraising with any clients served.

Not use their position or affiliation with ILS as an avenue to solicit fundraising for their own personal gain Any fundraising will only be permitted if it is to the benefit of the Agency

See ILS Code of Ethics and Professional Boundaries for gifts

Personal Property

Employees, volunteers, or students or contractors will:

Not engage in personal property transactions with clients served.

Not use personal computers to work and log on to the company systems without approval.

Be respectful of the personal property and belongings of all clients served.

Prohibition of Waste, Fraud, Abuse, and other Wrongdoing

ILS is committed to fiscal viability and responsibility. As such, the protection of assets is everyone's responsibility. It is expected that all employees, volunteers, students and contractors protect and safeguard all physical property, funds and proprietary information, against loss, theft, misuse or abuse. ILS employees are responsible and accountable for the proper expenditure of ILS funds and for the proper use, care, and maintenance of all Agency property.

Employees, volunteers, students or contractors will not participate in any activity that violates policies on waste, fraud and abuse, or will we allow any such activity to be carried out by other persons and will follow appropriate actions and procedures should these be required.

Witnessing Documents

Employees, volunteers, students or contractors shall not witness personal documents for clients served and when in question, will seek out clarification from the Leadership Team.

Advocacy Efforts and Corporate Citizenship

ILS shall advocate for change in the best interest of all clients served and for the overall benefit of society.

ILS will be diligent in our efforts to provide and promote advocacy efforts and corporate citizenship opportunities for all clients served.

Potential Conflicts of Interest

All employees, volunteers, students and contractors will take all reasonable steps of precautions to avoid conflicts, or the appearance of conflicts, between private interests and their professional and official responsibilities and performance of their duties.

All employees, volunteers, students, and contractors will follow the conflict of interest guidelines in the appropriate governance and policy manuals.

Procedures to Deal with Allegations of Violation of the Code of Ethics

All employees, volunteers, students and contractors have a duty to report any violations of the Code of Ethics.

All allegations of a violation of the Code of Ethics will follow ILS's Occurrence Reporting procedure.

Compliance

Compliance with ILS's Code of Ethics and Professional Standards is a condition of employment, volunteerism and contractual relationships. Any real and confirmed violation of the Code of Ethics will result in disciplinary action, dismissal and/or termination.

RELEVANT DOCUMENTS

Conflict of Interest & Confidentiality
Code of Ethics and Professional Standards
Professional Boundaries in Service Delivery
Occurrence Reporting

APPROVED BY: ILS Leadership Team

DATE APPROVED: September 25, 2020

DATE REVIEWED:

DATE REVISED: