



CCS' Ethical Codes of Conduct

Ethics is a code of behaviour that represents the ideal conduct for a particular group. These rules of behaviour are based on reason, good judgment and an understanding of the difference between right and wrong behaviour. Also, they strive to respect the dignity and rights of all people.

You enter into an agreement to follow Caledon Community Services' Ethical Codes of Conduct and all related policies and procedures when you accept employment or accept a volunteer or student placement position with Caledon Community Services (CCS). This agreement has weight and authority. It is the agency's declaration of its expectations regarding many aspects of your professional behaviour.

CCS operates under a defined Ethical Code of Conduct that guides the actions of its staff, volunteers, student/program placements in their treatment of persons served. Each new staff member, volunteer, student/program placement are required to review and sign the Ethical Code of Conduct as indication that they have read the code and will follow it at all times. Violation of CCS' Ethical Code of Conduct will result in disciplinary action that may include a verbal warning, a written warning or possibly termination of employment, volunteer service or any other form of placement work within CCS.

Staff, volunteers, program/student placements are all guided by the agency's vision, mission and values in everything that they do.

Vision: "Healthy Engaged Compassionate Community for All"

Mission: "To help people help themselves by working creatively and responding to community needs"

Values:

- 1) Leadership – We commit to continuous improvement
- 2) Integrity – We act responsibly, honestly and ethically in all we do
- 3) Responsiveness – We anticipate and act on emerging community needs
- 4) Inclusiveness – We celebrate and respect the diversity of our community by promoting equitable access to services and opportunities
- 5) Innovation – We will not shy away from untried ideas and methods to address complex community needs
- 6) Partnership – We collaborate to advance shared and individual interests

GENERAL ETHICAL CODE OF CONDUCT

CCS staff, volunteers, program/student placements recognize that they are accountable to the membership and funders in addition to the persons supported and that they must comply with the letter and spirit of all laws and regulations governing this organization.

CCS promotes ethical business practices and corporate responsibility in the following areas:

- Confidentiality
- Financial and Business Activities
- Marketing Activities
- Contractual Relationships
- Service Delivery
- Conflicts of Interest
- Exchange of Gifts, Money, Gratuities
- Fundraising
- Media Relations
- Personal Property
- Protection of CCS' Assets
- Setting Boundaries
- Witnessing of Documents
- Professional Responsibilities
- Human Resources
- Protection against Harassment and Discrimination
- Prohibition of Waste, Fraud, Abuse and Other Wrongdoing
- Use of Personal Vehicle for CCS Business

CCS will review and assess our performance in programs and activities, and address any issues as appropriate. We will ensure that the results of our reviews are communicated effectively. CCS encourages feedback regarding our operations and services, and will work to act on the feedback as appropriate.

Confidentiality

- Staff, volunteers, program/student placements are required to abide by CCS' Confidentiality policy and to sign a Statement of Confidentiality upon commencement of employment/placement/volunteering and annually thereafter.

Financial and Business Practices

- All business and financial practices of CCS are handled in accordance with the applicable federal, provincial and municipal laws.
- CCS employs commonly accepted and sound financial management practices.
- Financial transactions adhere to auditing procedures including a trail of evidence for all expenditures.
- CCS' financial practices comply with generally accepted Canadian accounting principles and practices.
- CCS and its staff, volunteers, program/student placements are prohibited from accepting or offering bribes, kickbacks and any other form of improper payment, direct or indirect to or from anyone.
- CCS invoices clients or third party payers in a fair and understandable manner only for services actually provided. CCS shall provide explanations to clients or third party payers seeking to understand the costs relative to their service. CCS strives to resolve issues and objections to the satisfaction of the client or third party payer while considering the organization's best interests.

Marketing Activities

- Marketing activities and/or efforts shall always respect the dignity and privacy rights of those receiving services.
- Marketing activities will never knowingly mislead or misinform the public or misrepresent CCS.
- Marketing activities will uphold the integrity of CCS so as to merit the continued support and trust of the public and CCS' stakeholders.
- CCS promotional, marketing and outreach practices shall be ethical, legal, and respectful and conducted with truth, fairness and responsibility to clients, the community and the public at large. The organization shall abide by all applicable laws, regulations, standards and ethical practices. Practices such as coercion by means of guilt or obligation, or motivated by personal gain are prohibited.

Contractual Relationships

- CCS' contractual relationships shall be carried out in accordance with all applicable legislation, requirements and standards.
- CCS shall be transparent in its contractual relationships, exercise integrity in financial practices and be accountable to its funding bodies and stakeholders.
- CCS may contract with an individual or firm to perform specific tasks. CCS may request verification of licensure, certification or accreditation, and/or insurance coverage.

Excellence in Service Delivery

- CCS shall provide the highest possible standard of service and shall ensure that our person-centered philosophy is evident in the service delivery process.
- CCS shall ensure the delivery of efficient and effective programs and services to our clients. Service delivery shall be carried out in a respectful, responsive, professional and ethical manner.
- CCS staff, volunteers, program/student placements shall ensure that all barriers to accessibility are assessed, addressed and reported.
- All programs and services shall be developed and implemented in a manner that ensures that the clients are treated with respect, dignity and compassion.
- CCS shall always be sensitive to the changing needs, expectations and rights of individuals and respect the legislative, funding, and policy requirements that apply to the organization.

Conflict of Interest

CCS staff, volunteers, program/student placements shall avoid creating or becoming involved in situations which give rise to a conflict of interest or which may be reasonably perceived as a conflict of interest.

CCS' staff, volunteers, program/student placements are required to abide by CCS' Conflict of Interest policy.

Exchange of Money, Gratuities and Gifts

- CCS staff, volunteers, program/student placements are prohibited from accepting money and/or gratuities from clients/caregivers for the performance of any act which he/she would be required or expected to render in the regular course of his/her duties for CCS.

- CCS staff, volunteers, program/student placements may only accept small gifts such as thank you cards and/or small tokens of appreciation (maximum perceived value \$25).
- Gift offers (perceived value over \$25) should be firmly but kindly refused. If clients and/or caregivers insist, the gift may be accepted with the knowledge and approval of the direct supervisor and will be donated to CCS Fundraising Department.

Fundraising

Caledon Community Services (CCS) ensures that it maintains high standards of integrity and stewardship in both its active fundraising and related communication activities and its acceptance of donations. All fundraising conducted by or on behalf of CCS shall:

- Follow established procedures that ensure ethical and fiscally responsible practice.
- Be truthful and accurately describe our activities and the intended use of donated funds.
- All CCS staff, volunteers, student/program placements are required to abide by CCS' Fundraising policies.

Personal Fundraising

- No personal fundraising shall be conducted at CCS without approval of the Fundraising Dept.
- No personal fundraising is permitted with CCS' clients.

Media Relations

CCS staff, volunteers, program/student placements must exercise caution and discretion in making public comments or entering into public debate regarding any aspect of CCS.

Personal Property

- CCS is committed to fostering honesty and integrity in our workplace and does its best to protect its members against all forms of theft.
- However, CCS staff, volunteers, program/student placements are strongly encouraged not to bring their personal property to their work location.
- CCS will not assume responsibility for the loss of any personal property in any of our work locations or during the performance of any CCS duties.
- CCS staff, volunteers, program/student placements may not borrow or buy the personal property of clients and/or their caregivers, vendors and/or suppliers of the organization.

Protection of CCS' Assets

- CCS' assets are to be used only for the benefit of the organization, legitimate business purposes or other purposes approved by management.
- CCS' assets must never be used for illegal purposes.
- CCS strives to establish and maintain adequate systems, procedures and controls to prevent and detect waste, fraud, theft, abuse and any other form of wrongdoing in relation to CCS' assets.
- Any suspected incidents of fraud or theft should be immediately reported to the department's director and/or CEO for investigation.

Setting Boundaries

Boundaries are the framework within which CCS staff, volunteer, program/student placement and client, vendor and stakeholder relationships occur. Boundaries make the relationship professional and safe for the client as well as for CCS stakeholders.

CCS staff, volunteers, program/student placements:

- Are expected to maintain high personal standards of professional conduct, avoiding any acts that may bring their profession or CCS into disrepute or which may diminish the trust or confidence of any CCS's stakeholders.
- Must maintain appropriate boundaries between personal and professional relationships at all times.
- May socialize and develop professional relationships in the workplace provided that these relationships do not interfere with the work performance of either individual or with the effective functioning of the workplace.
- Who engage in personal relationships with colleagues (including romantic and sexual relationships) should be aware of their professional responsibilities and will be responsible for assuring that the relationship does not raise concerns about favoritism, bias, ethics and conflict of interest.
- Supervisors involved in a consensual romantic or sexual relationship, in the context of supervision, must discuss the matter on a confidential basis with their own supervisor and/or with the Human Resources Manager to assess the implications for the workplace and make arrangements to ensure that employment-related decisions (e.g. salary, promotion, performance appraisals, work assignments) are made in an appropriate and unbiased setting.
- While friendly or professional relationships between staff, volunteers, program/student placement and clients are acceptable and, indeed, are expected, CCS staff, volunteers, program/student placements are prohibited from participating in or initiating intimate or sexual relationships with the client, both during and outside of work hours, while employed/volunteering with CCS. If a prior relationship exists, the CCS stakeholder will inform their Supervisor.

Witnessing of Documents

CCS staff, volunteers, program/student placements:

- May witness legal documents for clients provided there is no benefit to CCS or any of its staff in the document.
- Must have their direct supervisor's approval prior to witnessing the legal document.

Professional Responsibilities

CCS' staff, volunteers, program/student placements must maintain a reasonable standard of professional practice and as such shall:

- Respect and not discriminate against any and all unique characteristics of individuals such as gender, culture, ethnicity, spiritual beliefs, and sexual orientation, as well as the diverse ages, languages, and socioeconomic backgrounds of clients, families of persons served, funding agents, other vendors, outside agencies, and all stakeholders.
- Work in a courteous and efficient manner, developing positive relationships with the community and stakeholders, contributing to a positive work environment, and providing quality service to persons served.

- Behave in a trustworthy manner with persons served, other personnel, volunteers, visitors, and other stakeholders.
- Remain up-to-date in their professional knowledge and practice.
- Ensure that confidential information and materials are safe guarded.
- Endeavour to provide a safe, clean, and healthy environment free of any accessibility barriers.
- Protect the person served against unethical practices.
- Provide services to persons served only in the context of a professional relationship based upon valid and informed consent.
- Use language that is respectful and professional.

Human Resources

CCS' human resources are a valuable resource and are key to ensuring excellent quality service. This section in our Ethical Code of Conduct is not intended to define or replace CCS' comprehensive personnel policies and procedures.

CCS shall:

- Promote a human resources management approach based on best practices, CCS' vision, mission and values, promote quality improvement and uphold applicable legislations and regulations.
- Endeavour to provide a supportive environment which encourages individualized personal and professional growth for its staff, volunteers, program/student placements. Internal and external education opportunities will be supported within financial parameters.
- Respect the rights of its staff, volunteers, program/student placements including but not limited to:
 - Right of privacy
 - Rights as defined by the Ontario Human Rights Code
 - Rights to work in a safe environment free of harassment and abuse
- Promote a safe and healthy work environment and encourage pride, satisfaction, responsibility, loyalty and good working relationships.
- Respect and value the contribution and effort of individuals.
- Ensure that discipline, where necessary, is based on thorough investigation and fair and objective treatment of the alleged party.

Protection against Harassment and Discrimination

- CCS is committed to diversity and equity in the workplace. Every person has the right to be treated fairly, with decency and respect, and must treat all others in the same way.
- Harassment or discrimination of any sort is prohibited.
- Complaints of harassment, abuse or discrimination will be investigated promptly and thoroughly and will be kept confidential to the extent possible.
- Retaliation for reporting alleged harassment or discrimination is also prohibited.

Prohibition of Waste, Fraud, Abuse & Other Wrongdoing

CCS staff, volunteers, program/student placements:

- May not participate in fraud, abuse, waste of resources or other wrongdoing, whether illegal or unethical.
- Are to report any suspicion or evidence in the aforementioned areas to their direct supervisor.

CCS shall uphold a 'no reprisal' approach for staff, volunteers, program/student placements in reporting suspected incidents of waste, fraud, abuse and other questionable activities and practices.

Use of Personal Vehicle for CCS Business

CCS staff, volunteers, student/program placements who use their personal vehicle for CCS business have agreed to be conscious of road safety and demonstrate safe driving and other good road safety habits. The following are prohibited:

- Drinking or being under the influence of drugs or alcohol while driving
- Driving while disqualified or not correctly licensed
- Reckless or dangerous driving causing death or injury
- Failing to stop after a crash
- Actions that warrant the suspension of a licence.

Education on Ethical Codes of Conduct

CCS staff, students, program/student placements shall receive a copy of CCS' Ethical Code of Conduct during their orientation process.

Managers and Directors are responsible for ensuring that all staff, volunteers, program/student placements are properly oriented regarding this policy and for ensuring compliance.

CCS' Ethical Code of Conduct will be reviewed annually with all staff, volunteers during his/her performance evaluation.

CCS' Ethical Code of Conduct shall be posted online at www.ccs4u.org or will be made available upon request.

Human Resources, Manager or designate will ensure that the Ethical Codes of Conduct remains current with respect to any changes to legislation and will notify CCS' senior management team of such changes to ensure that this document and any related forms are revised to reflect current and applicable legislation.

REFERENCES

Privacy and Confidentiality Agreement
Conflict of interest policy
Confidentiality policy
Board member's code of conduct policy
News Media Communications policy
Social Media Policy
Corporate Social Responsibility Policy
Fraud, Theft and Corruption Policy
Workplace Harassment and Violence Prevention Policy
Use of personal vehicle when Conducting CCS Business Policy
Whistle Blowing Policy
Gift Acceptance Policy
In-Kind Donation Policy
CCS Donor Bill of Rights
AFP Code of Ethics

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