



Addendum A - Ethical Codes of Conduct

Ethics is a code of behaviour that represents the ideal conduct for a particular group. When you accept employment, Board appointment, Practicum placement, or a Volunteer position with CSCL you enter into an agreement to follow the conduct stated in the Policies and Procedures of CSCL.

Codes of ethical 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 people.

Legal requirements are set by society as a whole.

How does Ethical Conduct differ from Legal Requirements?

1. Ethical conduct codes are written and adopted by the membership of a team. Ideal behaviour is encouraged through education, example, and discussion. An unethical member is expected to conform or will lose his membership or support of the team. Example: If an employee takes money from the wallet of a person he has broken the law and could be arrested. He has also acted unethically.
2. There is sometimes a hazy line between ethics and the law. Example: If you were to stay with a person who was ill until your relief came, but decided since the shift had ended [and no one came to relieve you] that you could go home, you have acted unethically. If some harm came to the person, it might also carry a legal penalty.

Some Examples of Ethical Behaviour:

- a) Reporting to work on time, not leaving early, and not taking time off unless warranted.
- b) Respecting the privacy and personal dignity of each person and staff.
- c) Refusing to gossip about people or staff.

When faced with a situation involving making moral or ethical decisions, ask yourself the following:

- a) How will my actions or choice affect the person?
- b) How will my actions or choice affect my employer or co-workers?
- c) How will my actions or choice affect me?

If your answer to all three questions is positive - your behaviour would uphold the dignity and basic rights of the person and your employer and maintain your own self-respect - you have probably made a sound choice

- 1) The Cranbrook Society for Community living recognizes the inherent value of each person served and supports each person in their decisions and choices in life. The Society is committed to supporting people in developing and achieving their greatest level of independence and inclusion in our community in any aspect of life chosen by the person.
- 2) Society staff, board members, practicum students, and volunteers recognize that they are accountable to the membership and funders in addition to the persons served and that they must comply with the letter and spirit of all laws and regulations governing this Society. The Society promotes ethical business practices and corporate responsibility in the following areas:
 - Business Activities
 - Marketing Activities
 - Contractual Relationships
 - Service Delivery:
 - Conflicts of Interest
 - Exchange of Gifts, Money, Gratuities
 - Personal Fundraising
 - Personal Property
 - Setting Boundaries
 - Witnessing of Documents
 - Professional Responsibilities
 - Human Resources
 - Prohibition of Waste, Fraud, Abuse and Other Wrongdoing

Violations and reporting of these codes shall follow disciplinary and no-reprisal procedures.

Business Practices

CSCL adheres to all generally accepted accounting procedures (GAAP) and the applicable federal, provincial, and municipal laws. CSCL strives to conduct itself with transparency in all business manners.

Marketing Practices

Marketing activities/efforts shall always respect the dignity and privacy rights of those receiving services. CSCL will not engage in any activities that exploit our clients. Marketing activities will never knowingly mislead or misinform the public or misrepresent the Cranbrook Society for Community Living. Marketing activities will uphold the integrity of CSCL so as to merit the continued support and trust of the public.

Contractual Relationships

CSCL will ensure that safeguards are in place to provide the most efficient and effective services possible. All contractual agreements will contain terms and conditions in accordance with applicable law and may include the following elements:

- Roles and responsibilities of each person.
- Specific services to be provided.
- Eligibility criteria for services.
- Provisions for training and technical support (as applicable).
- Target population to be served.
- Duration of contract.
- Policies/procedures regarding information sharing.
- Dispute resolution procedures.
- Payment details and procedures (amount, frequency, due dates, consequences for failure to pay, etc.)
- Procedures and details of requirements for reporting to funding or oversight bodies.
- Conditions for termination of contract.
- Expected outcomes.

Service Delivery:

❖ Conflict of Interest

A conflict of interest is a situation in which someone in a position of trust has a competing professional or personal interest or incentive for action in a particular situation. Such competing interests can make it difficult to fulfill his/her duties impartially. A conflict of interest exists even if no unethical or improper act results. A conflict of interest can create an appearance of impropriety that can undermine confidence in the person, the person's activity, and the profession. A conflict of interest could impair an individual's ability to perform his/her duties and responsibilities objectively.

❖ Exchange of Gifts, Money and Gratuities

The exchange of money is prohibited at CSCL. This practice causes a conflict of interest and is not acceptable. The giving or receiving of gifts has guidelines as established by CSCL and outlined in policy SEC023.

❖ Personal Fundraising

Personnel, Board members, Practicum students, and Volunteers will refrain from enlisting persons served to assist them in raising funds for their own causes or on CSCL's behalf.

❖ Personal Property

Employees, Board members, Practicum students, and Volunteers shall not use the personal property of the Society nor of persons served for personal use without the approval of the person served and the Program Supervisor. Unauthorized procurement of any property which does not belong to the employee will be defined as theft and is cause for disciplinary action up to and including dismissal/removal from position. CSCL employees, Practicum students, and Volunteers should be aware of the potential risk to personal property while serving participants. For this reason it is suggested that you leave valuable items such as jewellery, clothing, IPods, IPads, IPHones, laptop computers, etc. at home. Property of CSCL should be used appropriately and safeguarded at all times and should be used for business purposes only.

❖ Setting Boundaries

Boundaries are present whenever a person or department interfaces with another person or department. The definition of a boundary is the ability to know where you end and where another person begins. When we talk about needing space, setting limits, determining acceptable behavior, or creating a sense of autonomy, we are really talking about boundaries. Professional boundaries are important because they define the limits and responsibilities of the people with whom you interact in the workplace. When workplace boundaries are clearly defined, healthier workplace environments are created. To that end, employees, Practicum students, and Volunteers will ensure that they always do their best to meet the needs of persons served while establishing professional boundaries. This includes, but is not limited to, prohibiting personal relationships with persons served.

❖ Witnessing of Documents

Personnel may witness signatures of persons served while ensuring that they do not become involved in the personal affairs of persons served relating to legal, financial, or property matters. Refer to Policy RR008 for further information.

Professional Responsibilities

Human Service professionals function in many ways and carry out many different roles. They enter into professional relationships with individuals, families, groups, and communities and among their roles are caregiver, manager, teacher/educator, consultant, advocate, community planner/organizer and administrator.

Professional Responsibility to Clients

Human Service professionals negotiate with clients the purpose, goals and nature of the relationship prior to its onset as well as inform clients of the limitations of the proposed relationship.

Human Service professionals respect the integrity and welfare of the client at all times. If it is suspected that harm or danger may occur to the client or to others as a result of a client's behavior, the Human Service professional acts in an appropriate and professional manner to protect the safety of those individuals. This may involve seeking consultation, supervision, and/or breaking confidentiality of the relationship.

Human Service professionals protect the client's right to privacy and confidentiality.

Human Service professionals protect the integrity, safety and security of client's records.

Human Service professionals recognize and build on clients' strengths.

Professional Responsibility to the Community and Society

Human Service professionals keep informed about current social issues as they affect the client and community.

Human Service professionals understand the complex interaction between individuals, their families, the communities in which they live, and society.

Human Service professionals represent their qualifications to the public accurately.

Human Service professionals advocate for the rights of all members of society, particularly those who are members of minorities and groups in which discriminatory practices have historically been directed.

Human Service professionals provide services without discrimination or preference based on age, ethnicity, race, culture, disability, gender, religion, sexual orientation or socioeconomic status.

Human Service professionals seek the training, experience, education, and supervision necessary to ensure their effectiveness in working with culturally diverse clients.

Corporate responsibility within the community is achieved in a variety of different ways including, but not limited, to:

- Membership in the Cranbrook Downtown Business Association
- Membership in the Cranbrook Chamber of Commerce
- Membership of Inclusion BC
- Participation in the Cranbrook & District Social Services Network
- Support of Special Olympics
- Membership in the BC CEO Network
- Membership of the Kootenay Region Association for Community Living
- Participation of Program Advisory Committees at the College of the Rockies
- Participation in Safe Communities Cranbrook

Human Resources

CSCL has a Management Team that includes the Executive Director, the Director of Vocational Services, the Managing Director of Pioneer Lodge, four Residential Supervisors, the Human Resources Facilitator, and two Administrative Assistants (all non-unionized positions) and one Residential Supervisor (a unionized position). Two of our group homes are unionized sites, represented by the Hospital Employees Union, while the Day Program is unionized as well and represented by Canadian Union of Public Employees. All other residential sites are non-unionized. All unionized employees are covered under the Community Living Services Collective Agreement.

Conflicts are often resolved prior to going to the grievance process outlined in the collective agreement (Policies P013 & P040). Conflict resolution regarding harassment is outlined in Policy SEC010.

Interviews and hiring are done through the management team as is training and mentoring. (Policy P006)

Prohibition of Waste, Fraud, Abuse & Other Wrongdoing

The following conduct is prohibited and will subject the individual involved to disciplinary action up to and including termination/removal from position, as determined by the Executive Director. CSCL prohibits waste, fraud, abuse and other wrongdoing such as, but not limited to:

- The use or possession of alcoholic beverages or non-prescription controlled substances on agency property. (Policy SEC014)
- The use of profanity or of abusive language. (Policies SEC006 & SEC004)
- The possession of firearms or other weapons on agency property. (Policy SEC016)
- Insubordination – the refusal by an employee to follow instructions concerning a job related matter.
- Assault on a fellow employee or client. (Policies SEC010 & SEC004)
- Wilfully obstructing and hindering the work of another employee.
- Absence from work in excess of defined benefit levels. (Policy P041)
- Abuse or neglect of clients receiving services. (Policy SEC004)
- Theft or misuse of agency property or personal property. (Policies SEC003 & SEC 017)
- Copying of agency keys without authorization.
- Illegal gambling on agency property.
- Falsifying any record or report, such as an application for employment, a production record, a time record or shipping or receiving records.
- Unauthorized sleeping on the job. (Policy SEC018)
- Improper disclosure of confidential information. (Policy RR003)
- Failure to abide by safety rules and practices. (Policy OHS001)
- Engaging in any form of sexual harassment. (Policy SEC010)
- Conviction of a felony.

Additionally, the following Society policies and procedures are in place to ensure ethical practices in all areas of operation:

- Employee Ethical Code of Conduct (SEC001)
- Policy on duties and responsibilities of the Board (G002)
- Conflict of Interest and Board ethics policy (G003)
- Society employment guidelines (EMPLOYEE HANDBOOK)
- Policy on receipt of payments and donations (F009)
- Purchasing policy (F003)
- Petty cash policy (F006)
- Policy on staff handling funds of persons supported (F005)
- Policy on confidentiality regarding persons supported (RR003)
- Individual rights policy (RR001)
- Volunteer and Practicum student Ethical Codes of Conduct (VP002 & VP004)

Any breaches of applicable laws or regulations governing the Society are subject to progressive discipline (Policy P007).

3) Society staff, Board members, Practicum students, and Volunteers will be responsible stewards of the Society's resources.

4) Society staff, Board members, Practicum students, and Volunteers will carefully consider the public perception of their personal and professional actions and the effect their actions could have, positively or negatively, on the Society's reputation in our community and elsewhere. **Employee**

Conduct while off Duty – When you are off duty and attending a Society function or visiting a work site you are expected to behave in a manner that is appropriate to the circumstances. Actions which adversely affect staff, Board members, Practicum students, Volunteers, or individuals are cause for disciplinary actions.

RESOLVING ISSUES REGARDING ETHICAL CODES OF CONDUCT

Employees, Board Members, Practicum Students, or Volunteers who observe others breaching CSCL's ethical codes of conduct are obliged to report their concerns. Concerns must be submitted in writing to their Supervisor (or Executive Director) and must be signed as the Supervisor (or Executive Director) will not take action regarding anonymous concerns. No action will be taken against the person reporting the concern unless the reporting is made maliciously or without reasonable grounds. Retaliation is strictly prohibited against anyone that has reported a concern or participated in an investigation. Any signs of retaliation should be reported immediately to a Supervisor, Executive Director, or the union (if applicable). Retaliation will result in disciplinary action, up to and including dismissal or removal from their position.

Once the written concern has been received, the Supervisor/Executive Director will conduct an investigation and present a decision within ten days following the day on which the concern was presented.

Any breaches of CSCL's Ethical Codes of Conduct are subject to progressive discipline steps as outlined in Policy P007 up to and including dismissal/removal from position.

During an investigation, CSCL will follow the Community Living Services Collective Agreement under section 11.9 "Employee Investigations" where applicable:

"The Parties agree that in certain situations it may be in the best interest of both clients and employees that employees be reassigned or removed from all job sites during an investigation of conduct. In cases where an employee cannot be reassigned, then the employee shall be considered to be on leave of absence with loss of pay until the Employer has determined there is a *prima facie* case for imposing discipline."

"The Employer will make every effort to complete its investigation within fourteen (14) days. The Employer will provide the Union with a summary of the investigation report. This summary is based on a "without prejudice" basis and shall not be referred to by either Party in any third Party proceedings."

"The Employer will notify the Union designate when an investigation of conduct has been initiated. Any employee who is interviewed in the course of an investigation shall have the right to Union representation at such an interview.

Confidentiality

All information relating to written concerns and formal investigations will be kept strictly confidential. The investigation is limited to only those individuals who must be contacted to fulfill the employer's legal duty to investigate, provide a safe workplace, and resolve the situation. Those involved in the investigation are prohibited from discussing the concern outside the official restorative or investigative process.

Confidentiality means, in its simplest form, that no one talks about the concern outside the official restorative or investigative process. It is not to be discussed informally or gossiped about by anyone. Lack of confidentiality can cause further pain or harm to the people involved and makes restoration to a respectful environment more difficult. If you are involved in an investigation and someone asks you about it, you must inform that individual that you cannot discuss it. Breaches of confidentiality may result in the application of the Progressive Discipline Policy P007.

Notwithstanding the above clause, information relating to the investigation may be subject to subpoena for court of law or arbitral process.

Evidence and Documents Relating to the Investigation

Due to the possibility of subsequent action, e.g. legal proceedings, arbitration, judicial review, or review by the BC Human Rights Commission materials related to the investigation will be retained permanently. The Executive Director or designate shall have access to the investigation files concerning one of his/her employees. If appropriate/applicable, the union shall have unrestricted access to the investigation files concerning one of their members.