

Maltby Centre	Section: People Services Subsection: Employment	Number: 3.2.10	Total Pages: 1
<u>Subject:</u> <b>Code of Ethics</b>		<u>Date of Issue:</u> June 30, 1997	
<u>Approval Authority:</u> Senior Leadership Team		<u>Revision Date(s):</u> November 2002 December 2020	

### **Policy**

All employees of the Agency are expected to conduct themselves in a reasonable fashion, consistent with both the Code of Ethics and this policy.

All employees, students and volunteers, will conduct themselves in a professional manner when involved with clients and when representing the Agency. All clients, colleagues and collaterals will be treated with respect and dignity and their values will be considered in all decisions.

Many standards of conduct that all employees, students and volunteers are expected to meet are based on custom, common sense and respect, and need not be explicitly stated.

### **Standards**

The following items are examples only of unacceptable conduct for employees of the Agency, which will not be condoned by the Agency. If employees conduct themselves contrary to the following standards, they should expect to be disciplined by the Agency, up to and including termination of employment:

- 1) The wilful neglect of a client.
- 2) Physical or verbal abuse of a client.
- 3) Unauthorized use of Agency equipment and/or supplies.
- 4) Neglect, wilful abuse or destruction of Agency property.
- 5) Misuse and/or unauthorized release of confidential information.
- 6) Insubordination.
- 7) Fighting or other similar conduct on Agency property.
- 8) Undue lack of attention to work or assigned duties.
- 9) Leaving the assigned place of work without permission during working hours, unless this is in the application of the use of flex time or of an emergency nature.

- 10) Dishonesty in dealing with the Agency.
- 11) Falsification of Agency records or documents.
- 12) Chronic tardiness.
- 13) Chronic absenteeism without reasonable excuse.
- 14) Reporting for work while under the influence of, or suffering from the effects of, alcoholic beverages, drugs or other intoxicants.
- 15) Unauthorized use or consumption of alcohol and/or non-prescription drugs or drugs for other than medical purposes while at work.
- 16) Using leave for purposes other than the purpose upon which approval was granted.
- 17) Engaging in activities and relationships with clients of the Agency which may be, or may perceive to be, intimate, personal or sexual.
- 18) Smoking within any Agency facility, in the presence of minor clients or in other "no smoking" locations or places.
- 19) Wilful disregard or violation of Agency policies.
- 20) Inappropriate and unprofessional conduct while on duty.
- 21) Inappropriate use of information obtained on the job for personal use.
- 22) Inappropriate or excessive criticism of the organization which would affect our public image.

## **Procedure**

Recognizing that it is often difficult for clients to acknowledge that they are having difficulties or that they need professional assistance to deal with those difficulties and that they have probably repeated their story many times already, all staff will treat clients with respect and dignity at all times.

Staff involved in direct services to clients will ensure that the views and opinions of the client and parent/guardian, as appropriate, are elicited, reviewed and clearly reported as part of all assessments and treatment plans.

Unacceptable and inappropriate conduct or comments will not be tolerated and will be identified by the Manager. If necessary, the Manager and the employee will discuss strategies to address the concerns identified.

Staff are expected to dress according to the requirements of the job they are

performing. Managers will point out inappropriate or unacceptable attire. Staff may be required to use entitlements or unpaid time to change into more acceptable attire.

Failure to comply with expectations of professional conduct could result in disciplinary action being taken.