

COMMUNITY LIVING DURHAM NORTH  
EMPLOYEE CODE OF CONDUCT

Policy No: C-6 (Human Resources) Effective Date: May 30, 2007  
Last Revision:  
Last Review: March 6, 2023

Rationale:

To ensure that employees are aware of the professional standards expected of them.

Policy Statement:

Employees are encouraged and required to conduct themselves, in the performance of their duties, in a thoroughly professional, respectful and humane way. To this policy, senior staff will append procedures that further define the professional obligations of employees, and the sort of conduct that is unacceptable.

Breaches of professional ethics or of this Employee Code of Conduct will result in disciplinary action up to and including suspension and discharge.

Approved by: Larry Leonard  
for the Board of Directors

Date: May 30, 2007

COMMUNITY LIVING DURHAM NORTH

EMPLOYEE CODE OF CONDUCT

Procedure No: C-6-1  
**Professional Obligations**

Effective Date: May 30, 2007  
Last Revision: March 6, 2023  
Last Review:

- Look upon regard the welfare of supported people as one's primary professional duty.
- Hold one-self personally responsible for one's professional conduct and arrive at work "Fit for Duty;" i.e., free from any impairing effects or after-effects of medications or drugs, including those that may be legal and obtained via prescription.
- Strive to increase one's own professional competence and be prepared to share knowledge and experience with one's colleagues.
- Respect the privacy, the feelings and the human rights of people receiving service and not engage in workplace gossip about other programs, staff or people.
- Use in a professional and appropriate manner information obtained in the course of professional relationships.
- Support policies, procedures and practices that will enhance the quality of service provided to people.
- Work cooperatively with other persons and agencies, especially when such cooperation will enhance the quality of service provided to people.
- Protect the vulnerable people we support by promptly reporting incidents of abuse, or of misconduct that impacts supported people.
- Use care in expressing views on the findings, opinions and professional conduct of colleagues, confining such comments to matters of fact and matters of one's own personal knowledge.
- Use appropriate and respectful language at all times. In report writing (Incident Reports, Service Activities) it is a best practice to refrain from quoting profanity and to simply state that profanity was used.

Procedure No: C-6-2  
**Unacceptable Conduct**

Effective Date: May 30, 2007  
Last Revision: July 3, 2018  
Last Review: March 6, 2023

- To wilfully neglect or abuse a person receiving service in a physical, verbal or emotional sense.
- To resort to the use of violence in one's dealings with either supported persons or co-workers (violence including, but not being limited to: a physical attack or assault as defined in the Criminal Code, harassment, verbal or psychological abuse, threats of violence either verbal or written, sexual abuse or assault).
- Without reasonable cause, to withhold a service or fail to provide information about the availability of a service, or to neglect to provide or complete a professional service, after undertaking to do so.
- To fail to respect the privacy and dignity of a person or family served by divulging without consent information learned in the course of the performance of one's duties, except when required by law, or for other compelling reasons.
- To violate the legal or human rights of people receiving service.
- To discriminate against, to deride (i.e. make fun of), or to otherwise treat an individual receiving service with disrespect.
- To have sexual contact with a supported person.
- To make personal use of CLDN funds, equipment or supplies without prior authorization.
- To wilfully neglect, abuse or destroy CLDN property.
- To commit insubordination.
- To leave an assigned place of work without permission or authorization during working hours.
- To sleep while on duty (except during designated Overnight Asleep shifts).
- To be absent or tardy without authorization or reasonable cause, especially chronically.

- To report for work while under the influence of, or while suffering the affects of, alcohol, drugs or other intoxicants, including those that may be legal and obtained via prescription.
- To use or consume alcohol, drugs or other intoxicants while on duty, including those that may be legal and obtained via prescription.
- To bring into the workplace materials that would be judged pornographic by local community standards, hate literature, and other items that might reasonably be deemed “articles prohibited by the service provider” within the meaning of the *Child & Family Services Act*, section 103 (3).
- To use leave for purposes other than the reason for which it was granted.
- To have a weapon on one’s person or on any work-related premises (a weapon being defined as any object that requires a special carrying permit or is considered illegal).
- To abuse a position of authority or a professional relationship to the detriment of supported people or colleagues.

Procedure No: C-6-3  
**Medical Marijuana**

Effective Date: July 3, 2018  
 Last Revision:  
 Last Review: March 6, 2023

- As stated above, every employee has an obligation to arrive at work “Fit for Duty;” i.e. free from any impairing effects or after-effects of medications or drugs, including those that may be legal and obtained via prescription.
- Marijuana is one such drug that can have significant effects and after-effects. An employee using marijuana for medicinal purposes should disclose this fact to HR and they must not consume it at work, regardless of prescribed dosage times, before they have disclosed and before CLDN has had an opportunity to perform its due diligence and respond.
- In every case where the employee may need to consume marijuana at work, they must request their physician to inform CLDN in writing of the precise agent in question and the time and strength of each dosage.
- Further, the employee will only be permitted to consume medical marijuana at work if the physician certifies that no side-effects or after-effects will impact upon the person’s ability to work with vulnerable people (which in turn means being able to ensure their safety, administer their medications, drive them to appointments, make quick decisions and respond to crises, etc.).

- The employee is encouraged to take a copy of this protocol to their appointment with their doctor. Physicians are not required to provide this kind of detail when documenting that a patient/employee is ill and unable to attend at work. However, this issue is not about absenteeism and in the event the physician is unwilling to provide this written input the employee will not be permitted to consume marijuana at work.

Procedure No: C-6-4

**Financial Dealings with Supported People**

Effective Date: May 30, 2007

Last Revision:

Last Review: March 6, 2023

- Borrowing money from a supported person is considered to be a violation of the professional relationship.
- It would arguably be well advised to disallow all commercial transactions between employees and supported individuals. However, it is recognized that this would interfere with employees' efforts to encourage the entrepreneurial spirit of people who earn needed income by offering to wash cars, etc. Therefore, the price lists for all such regular activity must have managerial approval, and irregular sales/purchases between staff and supported people must be specifically approved.

Procedure No: C-6-5

**Personal Long Distance Calls**

Effective Date: November 21, 2007

Last Revision: March 26, 2021

Last Review: March 6, 2023

- Agency telephones are for business purposes only and, in any case, it should be unnecessary for staff to use them for personal purposes in 2021. But if for some unusual reason staff do use an agency phone to make a personal long-distance call, they must notify their manager immediately and make arrangements to pay the cost.

Procedure No: C-6-6

**Managing Conflict/Lines of Communication**

Effective Date: June 6, 2008

Last Revision:

Last Review: March 6, 2023

- A staff person having work related conflict with another agency staff must try to resolve the issue in a professional manner. Out of respect for the people who use our services, this must be done privately in a secluded area.

- **Step One** is to approach the staff with whom the conflict exists. Such issues should not be discussed with members of the staff team who are not involved.
- Maintaining a professional demeanor, the two staff will attempt to resolve their outstanding issues with each other, without having to approach a Program Manager.
- This is also the most appropriate way to inform a co-worker that certain kinds of minor misconduct are unacceptable. If a person is frequently late for work, a conscientious co-worker's first step will be to address it with him or her directly.
- Should the conflict not be resolved, or the behaviour does not change, **Step Two** is to approach the Program Manager. In the case of personal conflicts, he or she will first want to be sure that step one has been attempted, and will then act as mediator between the concerned parties. In the case of misconduct, it becomes at this point the manager's job to address the behaviour.
- In the event of failed mediation, or if there is blame to be assigned, a disciplinary **Step Three** may be required.
- If a staff person has a conflict with the Program Manager, the same procedure will apply. The Program Manager will first be approached directly. If there is no satisfactory resolution, the staff person may choose to involve the Program Director.
- Notwithstanding the above, abuse and any other serious misconduct or illegal activity must be reported at Step Two, immediately.

Procedure No: C-6-7

**Personal Property – Association Property**

Effective Date: April 2, 2012

Last Revision: August 12, 2016

Last Review: March 6, 2023

The Association's property has been purchased with public funds, or with funds raised in the local community. Therefore, for reasons that are ethical as well as business related, the agency has a vital interest in the security of its property. These procedures are intended to safeguard the agency's property while protecting employees who, in situations lacking procedural clarity, might fall under suspicion through no fault of their own.

- If an employee's eyeglasses or clothing are damaged during work time, by a supported person, the agency will reimburse the employee within limits that are stipulated in our collective agreement. These personal items are not discretionary. CLDN cannot very well ask the employee to leave them at home.
- Most other personal items are considered to be discretionary (i.e. optional or unnecessary) and the agency will not be responsible for them if the employee chooses to

bring them into the workplace. Nor will a supported person be held financially responsible for such an item.

- Personal property that is likely to engage one's time and attention, like a laptop or i-pod, is not permitted in the workplace without the express permission of the location manager. And, even if express permission is obtained, CLDN (and people supported by CLDN) will not accept responsibility for damage done to this kind of equipment.
- Technological developments have blurred the distinction between things like i-pods, which are not allowed in the workplace, and basic cell phones which are permitted. As CLDN does not wish to deny employees the right to bring cell phones into the workplace, the best we can do is refer employees to policy C-24-7 which restricts their use on CLDN premises to meal and relaxation breaks.
- In no circumstance will the agency reimburse an employee for damage done to their cell phone.
- No staff will borrow or otherwise remove CLDN property from any of its premises without the prior and case by case approval of the CEO, or designate.
- In exceptional circumstances, in order to enhance productivity, an employee may be provided with equipment which they are allowed to use and/or keep at home. In all such cases, a jointly signed memorandum will be kept on file identifying the article by make, model and serial number, and stating explicitly that it is the property of the Association and must be returned upon demand, or when the staff ceases to be in the employ of CLDN.
- On occasion, suppliers/vendors or potential suppliers/vendors may offer gifts or incentive items. These items are the property of CLDN and are not to be retained by employees working on behalf of CLDN. Similarly, gifts may be offered to employees by other organizations, associations or institutions while attending a conference/seminar or in acknowledgement of collaboration; excluding conference registration hand-outs like water bottles, pens, note pads and tote bags, these items are also considered the property of CLDN. All such items must be forwarded to your immediate manager and will be used for the benefit of the Association.
- Keys to offices and program locations that are provided to staff remain the property of the Association and must be returned upon the termination of the staff's employment. In the interim, the employee is responsible for the safe-keeping of any keys provided. Keys may not be copied. If a key is lost or stolen, the Program Manager must be promptly notified.
- In the same way that it is important to clearly distinguish between personal property and agency property, paid work time and personal time cannot be confused. Employees paid on an hourly basis cannot perform personal errands or tasks during their work day, unless specific case by case permission has been obtained. Employees making purchases on the

Association's behalf, during work time, are specifically prohibited from combining this task with personal shopping.

- CLDN's name, logo and letterhead are owned by the Association and may not be used for any purpose other than official business by authorized personnel.

Approved by: Glenn Taylor  
CEO

Date: March 6, 2023