

COMMUNITY LIVING DURHAM NORTH
EMPLOYEE CODE OF CONDUCT

Policy No: C-6 (Human Resources) Effective Date: May 30, 2007

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. Staff will append to this policy 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: _____ Date: _____
for the Board of Directors

COMMUNITY LIVING DURHAM NORTH

EMPLOYEE CODE OF CONDUCT

Procedure No: C-6-1

Effective Date: May 30, 2007

Professional Obligations

- To regard the welfare of supported people as one's primary professional duty.
- To hold one-self personally responsible for one's own professional conduct.
- To strive to increase one's own professional competence, and to be prepared to share knowledge and experience with one's colleagues.
- To respect the privacy, the feelings and the human rights of people receiving service.
- To use in a professional and appropriate manner information obtained in the course of professional relationships.
- To support policies, procedures and practices that will enhance the quality of service provided to people.
- To work cooperatively with other persons and agencies, especially when such cooperation will enhance the quality of service provided to people.
- To protect the vulnerable people we support by promptly reporting incidents of abuse or of misconduct that otherwise impacts on supported people.
- To 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.

Procedure No: C-6-2

Effective Date: May 30, 2007

Unacceptable Conduct

- 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.
- To use or consume alcohol, drugs or other intoxicants while on duty.
- 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

Effective Date: May 30, 2007

Financial Dealings with Supported People

- 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-6-4

Effective Date: November 21, 2007

Personal Long Distance Calls

- Agency telephones are for business purposes and if staff need to make personal long distance calls they are encouraged to use their own cell phones, or a calling card, or to call collect - numerous options are available.
- This said, personal long distance calls are permitted - as a privilege, not as a right, and there is naturally an expectation that staff making long distance calls will reimburse the agency for any costs incurred.
- Job duties cannot be neglected and the negotiated duration of break times cannot be exceeded by reason of making personal calls on an agency phone. Therefore, CLDN reserves the right, through the authority of its Managers, to withdraw this privilege from individual employees or from entire staff teams if it is abused.
- When phone bills arrive at the office, Finance will determine if any charge has been assessed for long distance calls (the agency purchases a plan that allows for a certain amount of free calling so there should be no charge, at least for most of our 905 accounts). If no charge has been assessed for long distance, no recoveries will be sought from the program site. The regular service portion of the bill will be paid and it will be filed.
- However, if a charge (of any amount) has been assessed for long distance, an electronic copy of the bill will be created and it will be sent to all program locations via one Agency-Wide e-mail. As the e-mail arrives at the location, staff working there have an obligation, at their earliest convenience, to review the bill and to pay for any call they may have made. If an employee has recently transferred between sites, or has worked in multiple sites, it is incumbent upon him or her to review as many different bills as necessary.

- Each staff that owes money will give it to the location Manager and will also complete a section of the *Long Distance Call Sheet* (Form G-6) so that it is clear which specific calls they are claiming and paying for.
- Managers will have the responsibility of delivering collected funds and Phone Logs to the Finance Department. It is also the responsibility of managers to review the bill and to take note of any unclaimed calls where the time, duration or destination seems out of the usual.
- The same Agency-Wide e-mail that distributes bills with a balance owing will list those sites for which there is no attachment because there are no costs to be recovered. In this way, all staff will be made aware that nothing is pending, where those sites are concerned.
- Note that phone bills for different programs arrive at different times during the month. Therefore, there might be three or four Agency Wide e-mails just to capture all of one month.
- The charges down the right hand side of the bill are the discounted rates and may show as zero until all our free time has been consumed. The figures closer to the centre of the bill are the non-discounted costs. In any situation where the agency has to pay for its own long distance calls, regardless of the amount, any and all personal calls made in that month must be paid at the non-discounted rate.
- Separate and distinct from long distance charges are the charges for using Directory Assistance. Our plan includes no “freebies” for this service and anybody using it for personal reasons will be expected to make full payment.
- Note that the obligation to make payment is on the employee who has used the agency’s phone for his or her personal purposes. Billing lags, staff vacations and other variables will mean that staff may sometimes make payment several weeks, or even two or three months, after having made the call. However, at a certain point, the failure to acknowledge responsibility for calls, and to pay for them, will result in disciplinary action up to and including suspension and discharge.
- The common definition of theft lies behind this protocol so not even the agency’s failure to distribute phone bills in a timely manner relieves the employee of the obligation to pay for costs that he or she has incurred.

Procedure No: C-6-5

Effective Date: June 6, 2008

Managing Conflict/Lines of Communication

- 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-6-6

Personal Property – Association Property

Effective Date: April 2, 2012

Last Revision/Review: Aug. 12/16

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 his or her 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 his or her productivity, an employee may be provided with equipment which he is 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: _____
CEO

Date: _____