



POLICY AND PROCEDURE MANUAL

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Subject: 4.07 CODE OF ETHICAL CONDUCT – EMPLOYEES, VOLUNTEERS AND STUDENTS		

Policy

This Code of Ethical Conduct (Code) applies to all Anago employees, volunteers, students and contractors, hereinafter referred to as “employees”. Anago’s Board of Directors has adopted a written Code of Ethical Conduct that addresses confidentiality, diversity and inclusion, anti-discrimination, ethical conduct and conflict of interest (refer to Section 01 Governance).

This Code is intended to serve as a guide to the everyday conduct of Anago employees. Employees make decisions that affect one another, the individuals receiving service, the community and the organization. These decisions and resulting actions reflect on all employees and may influence how others perceive Anago.

This Code provides an overview of key practices and behaviours that define the conduct to which we hold ourselves accountable. This Code serves as a framework or “umbrella policy” of behaviour for Anago employees. Other policies, such as the Employee Privacy and Confidentiality Policy, Workplace Violence and Harassment Prevention Policy and Program, and the Environment Health & Safety Policy, expand on the basic principles of this Code.

Employees shall abide by all governing regulations and legislation, as well as Anago’s policies, procedures and protocols. Employees shall act with fairness, integrity, openness and inclusion. Employees shall respect the opinions of others and demonstrate commitment to such values as human dignity and respect.

This Code does not cover all circumstances; however, many situations are governed by good judgment, common courtesy and Anago’s values. In more complex cases, the expected ethical conduct may not be clear, in which case, employees shall consult with their Supervisor or Human Resources for guidance.

All employees shall familiarize themselves with this Code. Failure to comply with expectations of this Code may result in disciplinary action, up to and including termination of employment.

Procedure

The Code of Ethical Conduct represents Anago’s expectations for ethical behaviour of employees in the following relationship areas:

- a) Individuals receiving services;
- b) their friends, families and legal guardians;
- c) colleagues and other professionals;
- d) Anago as the employer; and
- e) the community.



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a) Relationships with Individuals Receiving Services

Employees shall develop professional relationships with individuals receiving service that demonstrate appropriate boundaries and behaviour. The relationships shall be established in a deliberate manner and exist in the best interest of the individuals receiving service. Any close, personal (non-work related) relationship that develops after intake and admission with a current individual receiving service, or with the individual's immediate family members, is inappropriate and may result in dismissal.

Employees shall, in the performance of their job responsibilities, provide support to the individuals receiving service as outlined in an individual's plan. Should conflict arise regarding the employee's own personal opinion(s), standard(s) or value(s), the employee will be expected to maintain a level of objectivity consistent with their responsibility in assisting the individual.

Employees shall treat individuals receiving service with respect and dignity. Employees shall, under no circumstances, treat any individuals receiving service in a manner which could reasonably be expected to demean or humiliate the individual. Behaviours shall be managed only through the approved intervention methods of Prevention and Management of Aggressive Behaviour (PMAB), Non-Violent Crisis Prevention Intervention (CPI), and other authorized techniques.

While it is recognized that individuals receiving service may wish to show gratitude and appreciation to their care providers, this practice is not encouraged. Individuals will be discouraged from giving personal gifts to employees. Likewise, employees should refrain from using personal funds to provide gifts to individuals receiving service.

If an employee is presented with a gift, the person giving the gift will be informed that the gift will be kept at the Agency and not kept for personal use. It will be considered a charitable donation to the Agency. The employee will inform their immediate Supervisor as soon as possible regarding the gift.

Any post discharge contact between an employee and an individual formerly receiving Anago services must be authorized through the Discharge Plan. Employees shall refer to Policy 6.08 Post Discharge Contact, for additional guidance on acceptable conduct with discharged individuals.

b) Relationships with Friends, Family and Guardians

Employees shall demonstrate a supportive, respectful, cooperative approach in their interactions with those people who are important in individuals receiving service's lives. The employee shall facilitate communication with significant persons in accordance with privacy guidelines and the wishes of the individuals receiving service.



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c) Relationships with Colleagues and Other Professionals

Employees shall respect the personal privacy and professional confidentiality of their colleagues, recognizing and accepting personal differences. Employees shall demonstrate a supportive, respectful and cooperative approach in their interactions with colleagues, having due regards for recognized areas of skill and position responsibilities.

Employees are encouraged to socialize and develop professional relationships in the workplace provided these relationships do not interfere with the work performance of either individuals receiving services or with the effective functioning of Anago's services. Employees who engage in personal relationships (including romantic and sexual relationships) shall be aware of their professional responsibilities and shall disclose these relationships to their immediate Supervisor, Director or Human Resources.

When an employee has a difference of opinion with a colleague or Supervisor regarding the best care for individuals receiving services, the employee shall seek guidance from their immediate Supervisor or Director.

d) Relationship with Anago as the Employer

Agency Mission, Vision and Values

Employees shall perform their responsibilities consistently and in alignment with the Agency's Mission, Vision and Values and Strategic Plan.

Agency Policies, Procedures and Protocols

Employees are expected to be knowledgeable and keep up to date with Agency policies, procedures and protocols and to comply with the letter and spirit of these.

Quality Improvements

Anago is committed to receiving and considering improvements to existing policies and procedures. Anago is particularly interested in employee suggestions that will improve individual care, increase employee engagement or wellness and/or improve efficiency. Employees should direct their ideas through regular channels, such as their immediate Supervisor, the Health and Safety Committee, or Human Resources.

Professional Affiliation

Employees who are affiliated in a professional association are expected to comply with the standards of practice, ethical standards and guidelines respecting professional conduct for that profession, in addition to Anago's Code of Ethical Conduct.



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Use of Work Time

Employees shall report to work regularly according to their work schedules, be punctual, and be productive and accountable with the use of their work time. Leaving the assigned place of work without permission during work hours, chronic lateness and/or chronic absenteeism are considered breaches of the Code.

Substance Use

Employees are not to report to work under the influence of any substance which they know, or ought to know, impairs their ability to perform their responsibilities. The use of alcohol and/or illicit drugs is prohibited in the workplace. Employees are not permitted to consume alcoholic beverages with individuals receiving service, even if the individual is of legal drinking age.

Use and Care of Equipment

Employees shall take care and properly use Agency equipment and materials. Neglect, wilful damage, misappropriation and improper use of Agency property are considered breaches of the Code of Ethical Conduct.

To ensure a safe and respectful work environment, personal electronic devices, such as personal cell phones and tablets are not to be used while providing direct support.

Privacy, Confidentiality and Accuracy of Information

Employees shall treat as confidential any information about the Agency and individuals receiving service obtained in the course of work and comply with all policies, procedures and protocols relating to the collection, storage and release of information. Employees are reminded of obligations to safeguard the confidentiality of Anago information even after they leave the employment of Anago. Employees will refer to Anago's Employee Privacy and Confidentiality policy for additional guidance.

Internet Presence and Social Media

Prior to posting on Anago's website and/or social media, employees shall seek pre-approval of material through established channels. Employees need to be aware that material posted on their personal social media accounts, if they can be identified as working at Anago, may impact Anago's reputation.

Dress Code

Employees shall demonstrate good judgment with respect to dress and be attired in a manner that is consistent with their duties, the image of Anago and health and safety regulations.



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Solicitation

All solicitation, collection of contributions or distribution of literature by employees is prohibited during the employees' working time in working areas; or which interferes with the work of other employees; or which disrupts or interferes with the efficient operation of the programs. This does not apply to distribution of literature for the purposes of fundraising for Anago. All solicitation, collection of contributions or distribution of any type of written materials is prohibited at all times on Anago premises by non-employees unless authorized by the Director.

e) Relationships with the Community

Employees are expected to foster public support and awareness for the Agency and its services, throughout their work within the community. When representing Anago while attending functions, it is expected that employees behave in a manner appropriate to the circumstances and consistent with the goals of Anago.

All fundraising activities, events or raffles must first receive authorization from the Executive Director. Individuals seeking donations or prizes on behalf of Anago must also first receive authorization Director of Executive Director. When Anago undertakes cause-related marketing in collaboration with a third party, Anago shall disclose how the charity benefits from the sale of products or services and the minimum or maximum amounts payable under the arrangement. Anago's fundraising initiatives adhere to the standards set out in the *Imagine Canada Ethical Fundraising and Financial Accountability Code* in its treatment of donors and the public, its fundraising practices and its financial transparency.

Conflict of Interest

Employees shall disclose any conflict of interest which might influence personal actions or judgments in the course of their duties and responsibilities such as inappropriately using their position to secure special privileges, gain or benefit for themselves or members of their family.

Guidance and Reporting

Employees shall consult with their immediate Supervisor at any time they have questions or are uncertain about any aspect of professional conduct. If they feel unable to consult with their immediate Supervisor, they may consult with their Director or Human Resources.

In the event an employee deems another person to be acting in a manner that contravenes any aspect of the Code, including any item listed within this Policy, the employee has an obligation to report the unacceptable action to their immediate Supervisor or to Human Resources if the action involves their Supervisor, and shall do so without fear of reprisal.



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Conclusion

In summary, this Code of Ethical Conduct provides an overview of key practices and behaviours that define the conduct to which Anago employees hold themselves accountable. Through adherence to this Code, employees can continue to enhance the professional reputation of Anago.

Authorized by: 
Executive Director

Date: May 2017