



E3 Community Services Inc.

CODE OF ETHICS

Effective date: October 3, 2019

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1.01 PREAMBLE

This code is intended to serve as a guide to the everyday conduct of individuals providing services for this Agency. It represents standards of ethical behavior in relationships with people receiving services, with colleagues, with employees, with other individuals and professionals and with the community and society as a whole.

E3Community Services requires all employees, volunteers and students adhere to the Code of Ethics listed below in order to ensure the orderly and efficient conduct of its business on behalf of the person supported, community partners and the ministry. Committing any of the following infractions will be sufficient reason for disciplinary action resulting in reprimand, suspension, discharge, or any combination thereof. Penalties for subsequent violations will be progressively more severe.

E3 Community Services respects the worth, dignity and uniqueness of all persons as well as their rights and opportunities and obligations within a safe, caring environment. It honours the need to keep the person's wants and needs primary in service delivery, to advocate for individual rights and interests and to oppose stigma in services and in the community.

2.01 ETHICAL RESPONSIBILITY

A. Privacy of consumers' interests and the safety of the persons served – Primary responsibilities of this Agency are to persons receiving services.

1. Employees serve individuals with the maximum application of professional skill, integrity, competence and advocacy in a conscientious, respectful and efficient manner.
2. Employees do not intimidate, threaten, harass, use undue influence, or make unwarranted promises of benefits with the persons receiving the services. There will be no willful neglect, physical or verbal abuse.

Examples of abuse include but are not limited to:

- (a) Physical Abuse
- (b) Sexual Abuse
- (c) Financial Abuse
- (d) Verbal Abuse
- (e) Emotional or Psychological Abuse
- (f) Harassment and Sexual Harassment
- (g) Neglect
- (h) Exploitation

3. Employees, students, and volunteers do not practice, condone, facilitate or collaborate with any form of discrimination on the basis of ethnicity, race, colour, language, gender, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, economic condition, or any other preference or personal characteristic, condition or state.
4. Employees, students, and volunteers should avoid relationships or commitments that conflict with the interests of persons receiving services and must declare a conflict of interest in any situation where the staff might benefit financially or in any other way by acting or not acting with respect to their responsibility as outlined in their job descriptions. The conflict might arise because of access to information or due to their decision-making power.
5. Employees, students, and volunteers provide services with accurate and complete information regarding the extent and nature of the services available to them, any relevant limitations of those services, criteria for discharge and information about your professional qualifications to provide services.
6. Employees, students, and volunteers apprise persons receiving services of their risks, rights, opportunities and obligations associated with service to them.
7. Employees, students, and volunteers discuss confidentiality with individuals at the onset of service provision; explain the purposes for which information is obtained and how it may be used. Also, explain to the individual about making their preferences known regarding who can and cannot have access to their record or knowledge of their treatment.
8. Employees, students, and volunteers coordinate services with other providers in cooperation with the person receiving service.
9. Employees, students, and volunteers recognize that families may be an important factor in individual daily life decisions, with the consent of the person receiving services, to enlist family understanding and involvement as a positive resource.
10. Employees, students, and volunteers seek advice and counsel of colleagues and managers whenever such consultation is in the best interest of persons receiving services.
11. Employees, students, and volunteers discontinue professional relationships with persons being served when it is in the best interest of persons being served, when such service and relationships are no longer required, or in the event continued service will result in a violation of Code of Ethics.
12. When an interruption of services is anticipated, employees, students, and volunteers notify the people receiving services.
13. Employees, students, and volunteers do not abandon services for a recipient without making all reasonable efforts to arrange for the continuance of services through another qualified provider.

- B. Employees, students, and volunteers shall refrain from entering into dual relationships with individuals to whom they are providing services. Employees under no circumstances engage in sexual activities with individuals to whom they are providing services.
- C. Employees, students, and volunteers act with integrity in their relationships with colleagues, families, significant others, other organizations, agencies, institutions, referral sources and other professionals so as to facilitate the contribution of all resources for achieving optimum benefit for persons receiving their services.
- D. **Rights and Prerogatives of Consumers** – *E3 Community Services* makes every effort to support self-determination on the part of persons served.
 - 1. When employees must act on behalf of a person receiving services who has been deemed legally incapacitated, employees safeguard the person’s interests, rights and their previously expressed choices.
 - 2. When another individual has been legally authorized to act on behalf of a person receiving services, employees deal with that person always taking into consideration the previously expressed desires of the person receiving services.
 - 3. When the individual is unable to act on their own behalf and there is no legally authorized person to act on their behalf, and the decision to be made does not fall under the mandate of the Public Guardian and Trustee, the employee will consult with the manager and the director who, on behalf of the organization will, acting in the best interests of the individual, provide consent on their behalf.

3.01 PROTECTION OF PERSONAL INFORMATION AND CONFIDENTIALITY

E3 Community Services ensures the protection of sensitive information, the protection of individual rights, and the protection of the Agency. All employees, students, and volunteers are required to sign the “*Pledge of Confidentiality of Information*” accepting responsibility to maintain confidentiality and professional discretion with respect to organizational and individual privacy.

All employees, students, and volunteers are required to observe the strictest privacy concerning the affairs of the Agency, the people involved in the Agency, and any such information individuals may acquire in the course of their duties.

Employees, students, and volunteers shall not have access to individual records through electronic applications (Email, ShareVision, etc.) unless they are directly involved in the support of the individual, have been asked to consult in regards to supporting the individual or have specifically obtained informed consent from the individual or persons acting on their behalf. Confidential work related information should not be shared with anyone, either verbally or on any type of electronic media, other than with employees of the Agency on a need to know basis or when directed to do so by management or where informed consent from the individual or persons acting on their behalf has been obtained.

All individual medical details are strictly kept private and are not to be disclosed without their consent. Any disclosure of medical details that is not an emergency that threatens the life, health or security of an individual is prohibited and a violation of their rights.

E3 Community Services must comply with the Federal Government's Privacy Information Protection and Electronic Documents Act (PIPEDA). All personal and sensitive information regarding person served, employees, board members and volunteers must be treated according to this standard.

It is recognized that this Code of Ethics remains binding in the event of termination of employment.

All employees, students, and volunteers will refer and abide to Policy 1.5.3 *Protection of Personal Information and Confidentiality*.

4.01 CONDUCT OF EMPLOYEES

A. Propriety – Employees maintain high standards of personal conduct in their capacity or identity as an employee of the Agency.

1. The private conduct of employees is a personal matter, except when such conduct compromises the fulfillment of professional responsibilities.
2. Employees shall not allow outside interests or endeavours to jeopardize their professional judgement, independence or competence, or otherwise interfere with their duties and responsibilities as an employee.
3. Employees are knowledgeable of and act in accordance with all applicable laws and regulations.
4. Employees shall clearly distinguish between their opinions as individuals, and their statements in the community as employees of this Agency. In addition, employees are not permitted to communicate with media without the permission of the Chief Executive Officer.
5. Employees refrain from undertaking, or discontinue, any activity in which their personal problems are likely to impair performance.
6. Employees will not report to work under the influence of drugs or alcohol. Policy 3.10.8 *Alcohol and Drugs in the Workplace*
7. Employees are not permitted to smoke in any enclosed properties owned and operated by *E3 Community Services*. Policy 2.2.24 *Smoking in the Workplace*
8. Unauthorized use of Agency property, equipment or supplies will not be tolerated.
9. Falsification of Agency records is subject to **strict** discipline.
10. Theft will not be tolerated and is subject to **strict** discipline.

11. Chronic absenteeism/tardiness is unacceptable behaviour and will not be tolerated by the Agency.
- B. Competence and Professional Development** – Employees will strive to be proficient in professional practice and in the performance of service delivery.
- C. Integrity** – Employees act in accordance with the highest standards of professional integrity and impartiality.
1. Employees are alert to and resist the influences and pressures that interfere with their professional performance.
 2. Employees do not exploit professional relationships for personal gain.
 3. Employees are continually cognizant of their own needs, values and of their potentially influential position, in relationship to persons receiving services and do not exploit their trust.
 4. Employees, individually and in concert with others, shall work for creation and maintenance of agency conditions and policies which are consistent with the values and obligations of this Code, and should endeavour to promote these principles with their colleagues.
- D.** Employees are committed to the obligation of helping individuals, their needs and goals.

5.01 USE OF INTERNET AND ELECTRONIC DEVICES

E3 Community Services has the right, but not the duty, to monitor any and all aspects of the computer system, including employee e-mail, to ensure compliance with Policy 1.4.2 *Use of Internet and Electronic Devices* and the *Code of Ethics*.

The electronic devices (cell phones, computers, etc.) are assigned to employees and other persons are to assist them in the performance of their jobs. No one should have an expectation of privacy in anything they create, send, or receive on these computers.

E3 Community Services allows the limited and reasonable use of e-mail for personal use, if certain guidelines are adhered to: (a) Personal use of e-mail should not interfere with work;

- (b) Personal e-mail must also adhere to the guidelines in this policy;
- (c) Personal e-mail is kept in a separate folder, named “Private”; the e-mail in this folder must be deleted weekly so as not to clog up the system;
- (d) The forwarding of chain letters, junk mail and jokes, is strictly prohibited;
- (e) All messages distributed via the organizations computer system, even personal e-mail, are the property of *E3 Community Services*.

Acquisition, storage, and dissemination of data which is illegal, pornographic, or which

negatively depicts race, sex, or physical appearance is strictly prohibited.

Fraudulent harassing, embarrassing, indecent, profane, obscene, intimidating, or unlawful material may not be sent by e-mail or other forms of electronic or verbal communication or displayed on or stored in *E3 Community Services* owned computers, cell phones or other electronic devices. Viewing of pornography on E3 premises and use of E3 equipment to do same. Exception: when required to do so as part of the support role and with the knowledge and approval of the direct manager. Policy 3.10.1 *Performance Management Process*

6.01 ETHICAL RESPONSIBILITY TO COLLEAGUES

- A. Respect, fairness and Courtesy** – Employees treat colleagues with respect, courtesy, fairness and good faith.
1. Employees, students, and volunteers cooperate with colleagues.
 2. Employees, students, and volunteers respect confidences shared by colleagues.
 3. Employees, students, and volunteers shall treat with respect the findings, views, and actions of their colleagues and use appropriate agency channels to express disagreement or judgement on these matters, if required.
 4. Employees collaborate fully with other professionals providing services to the same individuals to assure the most effective services.
 5. Employees support the *Code of Ethics* in dealing with colleagues.

7.01 ETHICAL RESPONSIBILITY TO THE ORGANIZATION

- A. Maintaining the integrity of the Agency** – Employees upholds and advances the mission, principles and ethics of the Agency.
- B. Professional Service** – Employees assist with Agency by promoting:
1. Participation in professional activities, which develop their competence.
 2. Adherence to the standards and policies of the Agency.
- C. Development of knowledge** – Employees take responsibility for identifying, developing and utilizing knowledge for professional development.
1. Employees base their practices upon recognized knowledge.
 2. Employees critically examine and keep current with emerging knowledge.
 3. Employees contribute to the knowledge base of the field and share research, knowledge, and practice wisdom with colleagues.

8.01 ETHICAL RESPONSIBILITY TO SOCIETY

A. Promoting the general welfare – Employees promote social justice and the general welfare of society, by promoting the inclusion of all.

1. Employees act to expand choice and opportunity for all people
2. Employees strive to eliminate attitudinal barriers, including stereotyping and discrimination, toward people with disabilities and others which will enhance their own sensibility and awareness.
3. Employees promote conditions that encourage respect for the diversity of cultures which constitute our society.

9.01 ETHICS OF BUSINESS AND FINANCIAL PRACTICES

E3 Community Services Annual Financial Report is published in September of each year. It includes compilation of initiatives carried out through the preceding year, an overview of programs, fundraising outcomes and the audited Financial Statements.

E3 Community Services adheres to the MCCSS and the County of Simcoe reporting guidelines and is governed by the ethics of general accounting practices. Statements of Financial policies and procedures are posted on the intranet and are designed to be a working guide for management and board in the day-to-day administration of all programs.

It is the responsibility of each member of management to administer these policies in a consistent and impartial manner. Financial Policies are periodically reviewed and updated annually.

E3 Community Services finances are audited annually between May and June according to Canadian Generally Accepted Accounting Principles (GAAP) and Canadian Generally Accepted Auditing Standards (GAAS).

All employees, students, and volunteers will refer and abide to ALL Financial Policies.

10.01 ETHICAL BEHAVIOUR AND COMMUNITY OUTREACH

E3 Community Services promotes public understanding and inclusion of individuals with different abilities, the responsibility for media communications and public relations rests exclusively with the Chief Executive Officer.

All employees, students, and volunteers must observe the strictest privacy concerning the affairs of the Agency and the people it serves. They are not authorized to discuss Agency business with the media, community parties or the public without the written approval of the Chief Executive Officer.

All community outreach relations must be compliant with Policy 1.5.3 *Protection of Personal Information and Confidentiality*.

11.01 IMPLEMENTATION OF THE CODE OF ETHICS

- A. All employees practice within the scope of the guidelines herein
- B. In the event employees do not conduct themselves in accordance with the Code of Ethics, persons receiving services, advocates, or other professionals can initiate a complaint to the Agency.
- C. All complaints will be reviewed and action taken will be in accordance with Policy 3.10.1 *Performance Management System*
- D. All employees, students, and volunteers must review and sign the Code of Ethics acknowledging the importance of a safe and sustainable work environment.

12.01 ACKNOWLEDGEMENT

Policy 1.5.8 Code of Ethics

I acknowledge that I have read and understand the Agency's "Code of Ethics". I also acknowledge that I will comply with this policy and understand that failure to do so may result in disciplinary action and/or legal action.

Name [Print}: _____
Signature: _____
Date: _____

Please return a signed copy of this acknowledgement form to:

For Board Members:
Executive Assistant

For Employees:
Human Resource Services