SECTION	SUBJECT	CODE: HR-23
HUMAN RESOURCES	Code of Conduct and Professionalism	PAGE: 1 of 9 DATE: October 31st, 2025

Introduction

The following document must be used in combination with all other Community Living Dryden-Sioux Lookout (CLD-SL) policies and procedures, job descriptions, and orientation checklists for a comprehensive overview of CLD-SL ethics. The content of the Universal Declaration of Human Rights is the guiding principle that applies equally to the people we support, our co-workers and ourselves.

This Code of Conduct and Professionalism provides guidelines for ethical decision-making that is reflective of moral principles and core values of the organization. The Code is intended to promote high standards of service delivery and business conduct. CLD-SL employees are required to adhere to this Code as well as any Code of Ethics pertaining to professional affiliations.

CLD-SL's philosophy is based upon recognition of basic human rights and treating all persons with dignity and respect. The underlying premise is that no person shall be subject to discrimination on the basis of disability (physical, developmental or mental), gender, age, race or culture, religion, spiritual beliefs, sexual orientation, ethnicity, marital status, socio-economic status, or political affiliation. Services will center on individual needs and encompass the social, physical, spiritual, emotional and psychological aspects of everyone.

Definitions

Confidentiality is information received or observed about a person served, or about an employee that is held in confidence and disclosed only when properly authorized or obligated legally or professionally to do so.

Ethics is discipline dealing with good and bad and with moral duty and obligation.

Stakeholders are all who have a vested interest in an issue. Within CLD-SL it may include the person with disabilities, their family members, advocates, staff members, other agencies, funding sources, employers, regulatory bodies and the general community

1. Your Conduct and People Supported Rights

Your conduct with each of the people you support must respect their rights at all times. Those most basic rights are outlined for you in the People Supported Rights, Responsibilities and Rights Review Committee Policy (PS-06).

Each Person you Support has the Right to:

Person Directed Supports

As an employee, I will:

- Respect and empower each person, to make informed decisions about all parts of their life, regardless of my own values, beliefs and ideas.
- Support the person to advocate for their personal preferences and needs.
- Encourage supported people to ask for change when they don't like something about their support.
- Encourage people supported to choose those who help them make decisions and ensure that they are present at meetings about them - "Nothing about me without me".
- Ensure that each person's services are reviewed on a regular basis.
- Respect each person's right to make decisions and determine their own goals.

Physical and Emotional Wellbeing

As an employee, I will:

- Recognize that every person has the right to love and be loved.
- Encourage self-respect, confidence and an understanding of human rights.
- Respect the person's right to make a complaint, without fear of retaliation.
- Provide the person information on how to keep safe, by working with the person and their support network to identify risks and create safeguards in order to address those risks.
- Be vigilant in identifying and reporting any situation in which the people I support are at risk of or have been subjected to abuse, neglect, exploitation or harm following the Abuse Prevention, Identification and Reporting Policy and Legislation.
- Provide and advocate for a barrier free environment (physical, attitudinal, environmental etc.) that meets the changing needs of each person.
- Encourage each person to develop knowledge about themselves and their abilities and interests and be an advocate for themselves.

Relationships

As an employee, I will:

- Advocate for the people I support to access opportunities to facilitate building and maintaining relationships.
- Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the people I support, based on their personal preferences.
- Ensure that people are provided with the information, to make informed choices, to safely express their sexuality.
- Proactively facilitate relationships between the people I support, their family, friends and community members.
- Refrain from expressing negative views, harsh judgements, and stereotyping of people, especially those close to the people I support.

Integrity and Responsibility
As an employee, I will:

- Recognize the importance of role modeling valued behaviours to people receiving support, my team and the community at large.
- Be responsible and accountable for my decisions and actions.
- Seek advice and guidance on ethical issues from others, as needed, when making decisions.
- Develop a relationship that is based on dignity and respect, while maintaining professional boundaries.
- Not accept money or loans from the people we support and/or their families, nor will I enter into contractual relationships which could be perceived as a conflict of interest.
- Refer to my Manager for direction over the acceptance of entertainment, gifts or benefits that grant or may appear to grant preferential treatment.
- Not sell or lend my personal property to people supported and/or their families.
- Not promote my personal business or personal fundraising for my personal gain in any way unless pre-approved by my Director. Community fundraisers are usually acceptable, but permission must be granted ahead of time, and it is not to be promoted while working or to people being supported.

Confidentiality
As an employee, I will:

- Respect each person's right to privacy.
- Treat all personal information with confidentiality.
- Seek information directly from the person I support regarding their wishes in how, when and with whom private information is shared.
- Clarify any situations with my Manager, when I am unsure of the correct course of action.
- Endeavour to support a work atmosphere that is open and trusting while maintaining confidentiality for all.

Fairness and Equity
As an employee, I will:

- Ensure people supported are given information about their community and support them to access the opportunities and the resources of their community as they desire.
- Support people to understand and express their rights and responsibilities.

Respect
As an employee, I will:

- Respect each person for the unique person that they are.
- Treat each person with dignity and honour their choices and preferences.
- Recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
- Uphold the CLD-SL Mission, Vision and Values statement and I will provide opportunities for people supported, to live as a full and participating citizen in their own community.

Advocacy

As an employee, I will:

- Support people to communicate for themselves.
- Represent the best interests of those who cannot communicate for themselves by acquiring information from their supports/ families, in order to understand and communicate their needs.
- Advocate with the people I support for inclusion and full community participation.
- Consult with the Manager or the Director, when I am unsure of the appropriate course of action in my advocacy efforts.

Self Determination

As an employee, I will:

- Work in partnership with others to support people to lead self-directed lives.
- Honour the person's right to assume risk in an informed manner.
- Recognize that each person has potential for lifelong learning and growth.

2. Your Conduct as a Team Member with Community Living Dryden-Sioux Lookout

As an employee of CLD-SL, I will:

- Create a positive work environment by speaking and behaving in a friendly, positive and courteous way.
- Work as a team member by supporting my co-workers to successfully do their work.
- Value, respect and recognize the work of others.
- Contribute to a healthy work environment.
- Work towards personal and professional growth to improve my overall effectiveness as an employee of CLD-SL.
- Treat coworkers with respect, being honest and truthful, without being hurtful and work to resolve conflicts directly with them.
- Follow a conflict resolution process as outlined in policies and procedures and speak directly to the individual and when resolution is not found bring in support from Management or Human Resources.
- Uphold all applicable laws as noted throughout the CLD-SL policies and procedures to protect and/or enhance the mission of CLD-SL.
- Have the right to professionally state my position if I disagree with my Manager's or Leadership's decision, but I will respect and support the decisions of my Manager or the Leadership team.
- Bring concerns about my job or agency policy and procedures to my own Manager.
- Remind others who complain about their work conditions or another person to talk directly to the individual or their Manager and hold each other accountable.
- Foster good communication and where communication breakdown occurs assume good intent and work towards team solutions.
- Be conscious of my own values and how they influence my decisions.
- Respect personal privacy. Employees are under no obligation to reveal personal information, unless there is a legitimate business need.

- Not support workplace rumours and gossip. The spread of workplace rumours by way of gossip is strictly prohibited. This includes verbal, written and electronic communication. Workplace rumours are capable of spreading quickly and may irreparably damage the professional image or reputation of our employees, and our reputation as an employer. In some cases, workplace gossip or rumours may constitute harassment or verbal assault.
- To combat the spread of workplace gossip/rumours, as an employee I should:
  - Not speak or insinuate another person's name when that person is not present unless it is to compliment them or make reference regarding work matters.
  - Refuse to participate in derogatory or malicious gossip or rumours.
  - Report the incident(s) to management for investigation if I am engaged in or affected by workplace gossip or rumours.
  - Speak directly to other staff that I have a concern or conflict with and attempt to resolve the concern together first and use all other agency processes as needed afterwards if I am unable to find a solution.
  - Speak to my own Director (or Designate) about concerns and questions about my job duties or conditions and method of supervision so they can help find solutions together with me and use other agency processes beyond that when resolution is not found.
- Use professional language**.** The use of profane language may be offensive to some employees, people supported, or visitors and is generally unprofessional conduct that is unacceptable in the workplace. Please be sensitive to others.
- Avoid causing undue distractions in the workplace via excessive noise from conversations, radios or other music playing devices, or computers.
- Respect the work schedules of others when engaging them in conversation or providing any type of distraction that may remove their focus from work.
- Maintain a clean workplace by cleaning up after themselves whenever possible, including at their desk or workstation, and in any common areas.
- Respect my co-workers time and be on-time for meetings and appointments and if I am unavoidably delayed let others know ahead of time.
- Disclose other commitments that may represent a conflict of interest to my Manager or Director.
- Be aware of public perception within the community and elsewhere and how my actions both personal and professional may be interpreted, and the effect this could have on the reputation of CLD-SL.
- Treat community members with respect and dignity.
- Use the Complaints-Feedback Process Policy (PS-11) when warranted and participate in solutions.
- Respect CLD-SL, and not do anything that might bring harm to the reputation of CLD-SL.

3. Your conduct as an employee of CLD-SL

I will follow ethical conduct as an employee of CLD-SL:

Responsibility - Conflicts of interest

- **Exchange of gifts, money, and gratuities**
  No employee shall accept compensation, gifts or rewards from the people supported, their families or other agencies because of the position they occupy within the organization. With the exception of cards or small tokens of appreciation, money or other gifts offered should be firmly but kindly refused. If a person supported or his/her family insists, and the gift is not extravagant and costly, it may be accepted with the knowledge and approval of their Manager or Director. If problems arise, employees should seek advice from their manager. Under no circumstances should staff members borrow money or items of value from people supported or their families or support network.

- **Personal fund raising**
  Personnel soliciting of funds on behalf of a personal cause (i.e. selling cookies for daughter's girl scouts, sponsorship for a swim-a-thon for Hospice etc.) may occur with other staff members with Manager's approval. However, no personal fundraising may be done with the people supported. Staff members should not be placed under undue pressure to support personal fund raising. It should not detract from work time.

- **Personal property of staff and people supported**
  To prevent breakage or loss, staff members are discouraged from bringing their personal property to the work site. The property needs of the people supported are provided within their homes/programs.
  Exceptions may occur with their Manager's permission. Staff members are not to borrow or buy the personal property of the people supported. On occasion a person supported may wish to sell items because they have been given a better item. Fair market value would have to be determined and agreed to by the person and their family prior to the transaction taking place. Protect the personal property of the people supported and treat it with the same care and discipline used for your own personal property.

Responsibility - Setting Boundaries

- **Witnessing of documents**
  Because of a potential perceived conflict of interest, staff members are not to witness documents such as "No Cardiopulmonary Resuscitation" or "Power of Attorney". Staff members may witness a signature for documents such as "Confidentiality Agreement". Requests for witnessing of other documents should be forwarded to their manager for direction.

Responsibility to CLD-SL:

- To work towards achieving the mission of CLD-SL,
- To assist CLD-SL in providing the highest quality of service, taking account of changing personal, interpersonal and societal circumstances,
- To be knowledgeable of and abide by CLD-SL's policies and procedures,
- To maintain confidentiality concerning information obtained in the course of providing services, and make disclosures only with the consent of service users, or, where required by the order of a court,
- To promote a positive image of CLD-SL in the community through friendly, respectful and cooperative interactions.

4. Corporate Responsibility

Ethical Responsibility as a Business

- To adhere to General Accepted Accounting Practices,
- To work towards "customer satisfaction",
- To participate in the community as a good corporate citizen,
- To work cooperatively with aligned businesses for the betterment of the service sector,
- To provide a safe and healthy worksite for our employees and the people we support.

Ethical Responsibility in Contractual Relationships

- To solicit information on the effectiveness and past history of the contractor's service delivery prior to completing a contract,
- To complete a written contract that protects CLD-SL's interests,
- To ensure the best contract from the standpoint of cost/benefit.

Ethical Responsibility in Marketing Services

- To reflect accurately the policies/positions of CLD-SL in public statements and to avoid any possible misrepresentation of personal opinion as CLD-SL policy/position.
- To clearly define the service that CLD-SL has the mandate and capacity to deliver.
- To maintain the overall goal of building communities that best meets the needs of people with developmental disabilities with a cooperative approach to promoting our services.
- To ensure other services are not denigrated as part of our own marketing.
- To promote a positive, respectful image of people with developmental disabilities.

Ethical Responsibility to Professions

- To maintain membership in relevant regulatory bodies and other relevant practitioner associations.
- To ensure the knowledge and skills of professional staff are used to greatest advantage in service delivery.
- To ensure that neither the standards nor practices of the organization nor the job description and performance expectations of the profession conflict with the profession's regulatory and ethical requirements.

Ethical Responsibility to the Environment as part of Corporate Citizenship

- In keeping with environmental sensitivity, CLD-SL seeks to use environmentally friendly cleaning products and when possible LED lighting.
- Measures to reduce energy consumption will be sought in retrofitting and building.

Ethical Responsibility in Human Resources

- Pursuant to Human Rights Legislation, to provide equal employment opportunity to qualified individuals able to fulfill the job description regardless of: disability, race, ethnicity, religion, gender, socio-economic status, marital status, sexual orientation, national origin, political affiliation, age or status. Harassment and misconduct are unacceptable behaviours for all employees of CLD-SL.
- To ensure employees work time is a resource committed to service delivery and not diverted to personal pursuits.
- To ensure employees receive recognition for dedication to CLD-SL and services
- To ensure that discipline, where necessary, is based on thorough investigation and fair and objective treatment of culpable employees.

Ethical Responsibility as an agency to the People Supported, Community and Taxpayer including Prohibitions

- To foster a spirit of cooperation with other service agencies, educational programs and volunteer organizations involved in community living services.
- To maintain a commitment to high standard of service, continuing quality improvement and prudent financial stewardship.
- To deal with others, both inside and outside CLD-SL, based on unquestioned integrity, open communication and social responsibility.
- To behave in full and complete compliance with all applicable laws and regulations.
- In addition, our dealings with others will be based on complete candor, cooperation, honesty and mutual respect.
- To ensure that agency property or the owned property of the people we support is not used in order to obtain personal benefit. This ethics policy prohibits employee theft, fraud, waste, abuse and embezzlement or misappropriation of property belonging to CLD-SL, or the people supported, another employee or any associate or supplier of CLD-SL.
- To report financial results in accordance with generally accepted accounting principles. Those reports will fairly present CLD-SL's financial position and operating results.
- To purchase supplies from reputable suppliers who will treat CLD-SL and employees with respect. CLD-SL shall interact with their suppliers in an open, honest and timely manner. Such communication will create positive partnerships that will benefit the overall operation.
- To use suppliers of goods and services on the basis of price, quality and service only. In selecting suppliers, we also will be mindful of our commitment to supporting businesses that hire people with disabilities. No employee may profit personally from a relationship with a supplier.
- To be respectful corporate citizens in the community, we will participate in activities within the community for the betterment of the community.

Forms

Code of Conduct Acknowledgement & Agreement

Regulations Cited

Universal Declaration of Human Rights

https://www.un.org/en/about-us/universal-declaration-of-human-rights

Canadian Charter of Rights and Freedoms

https://www.canada.ca/en/canadian-heritage/services/how-rights-protected/guide-canadian-charter-rights-freedoms.html

Ontario Human Rights Code

http://www.ohrc.on.ca/en/ontario-human-rights-code

References

UNIFOR 324-12 and 324-16 Grievance Procedures
CLD-SL Mission, Vision and Values

References to Other Policies

SECTION	SUBJECT	NUMBER
Human Resources	Confidentiality	HR-05
Human Resources	Conflict of Interest	HR-06
Human Resources	Harassment and Violence in the Workplace	HR-21
People Supported	Abuse Prevention, Identification and Reporting	PS-05
People Supported	Rights, Responsibilities and Rights Review Committee	PS-06
People Supported	Complaints/Feedback Process	PS-11

Adoption and Review Guidelines

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