



## **Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement**

---

### **Your Conduct and the Supported Individuals' Rights**

Your conduct with each Supported Individual you support must respect their rights at all times. Those most basic rights are outlined for you in the foundational Beliefs and Values developed by families. They reflect the basic human rights under the UN Declaration and the Canadian Charter of Rights and Freedoms, which apply to all of us equally.

**Note:** The following document must be used in combination with the Community Living Society (CLS) policies and procedures, job description, and orientation checklist for a comprehensive overview of CLS ethics.

### **Our Commitment**

CLS is committed to supporting you, as an employee, to uphold the rights of the people we support in all aspects of your work and to ensure the highest quality of services possible for Supported Individuals and their personal support network through adherence to the CLS Ethical Code of Conduct, Professionalism and Conflict of Interest standards listed here. To support you in our role, you will be required to review this on an annual basis through an e-learning training module.

### **Each Supported Individual has the right to:**

#### **Person Centered Supports**

As an employee, I:

- Respect and empower each person, to make informed decisions about all parts of their life, regardless of my own values, beliefs, and ideas;
- Will encourage and assist Supported Individuals to advocate for their personal preferences and needs;
- Will encourage Supported Individuals to ask for change when they don't like something about their support;
- Will encourage Supported Individuals to choose who they want to help them make decisions and honour these choices;
- Ensure that Supported Individuals have the opportunity to be present at meetings about them - "Nothing about me without me" and respect the level of involvement they choose;
- Will ensure that each Supported Individual's services are reviewed on a regular basis;
- Will respect each Supported Individual's right to make decisions and determine their own goals.

#### **Physical and Emotional Wellbeing**

As an employee, I:

- Recognise that every person has the right to love and be loved;
- Will encourage self-respect, self-confidence and an understanding of human rights;
- Will respect the Supported Individual's right to make a complaint, without fear of retaliation;

Date of Last Update: September 15, 2023

Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement



## **Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement**

---

- Provide the Supported Individual with information on how to keep safe, by working with the person and their personal support network to identify risks and create safeguards in order to address those risks;
- Will be vigilant in identifying and reporting any situation in which Supported Individuals are at risk of, or have been subjected to, any actual or alleged abuse, neglect, exploitation or harm;
- Will provide and advocate for a barrier free environment (physical, attitudinal, environmental, etc.) that meets the changing needs of each Supported Individual;
- Will encourage each Supported Individual to develop knowledge about themselves and their abilities and interests and be an advocate for themselves.

### **Integrity and Responsibility**

As an employee, I:

- Recognize the importance of role modeling valued behaviours to Supported Individuals, my team and the community at large;
- Will be responsible and accountable for my decisions and actions;
- Will seek advice and guidance on ethical issues from others, as needed, when making decisions;
- Will develop a relationship that is based on dignity and respect, while maintaining professional boundaries;
- Will be conscious of my own values and how they influence my decisions;
- Am 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 CLS.

### **Confidentiality**

As an employee, I:

- Will respect each person's right to privacy;
- Will treat all personal information confidentially;
- Will seek information directly from the Supported Individual regarding their wishes on how, when and with whom private information is shared;
- Will clarify any situations with my Leader or Director, when I am unsure of the correct course of action;
- Will endeavour to support a work atmosphere that is open and trusting while maintaining confidentiality for all;
- Will abide by the CLS policy regarding the use of social media, including privacy and confidentiality considerations.



## **Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement**

---

### **Fairness and Equity**

As an employee, I:

- Will ensure Supported Individuals are given information about their community and support them to access the opportunities and the resources of their community as they desire;
- Will support individuals to understand and express their rights and responsibilities.

### **Respect**

As an employee, I:

- Will respect each Supported Individual for the unique person that they are, honouring their unique culture, beliefs and diversity;
- Will treat each Supported Individual with dignity and honor their choices and preferences;
- Will recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the Supported Individual and their social network;
- As per the CLS Mission statement I will provide opportunities for the Supported Individual to live as a full and participating citizen in their own community.

### **Relationships**

As an employee, I:

- Will advocate for Supported Individuals to access opportunities to facilitate building and maintaining relationships;
- Will separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by Supported Individuals, based on their personal preferences;
- Will ensure that Supported Individuals are provided with the information to make informed choices to safely express their sexuality;
- Will proactively facilitate relationships between Supported Individuals, their personal support network, friends and community members;
- Will refrain from expressing negative views, harsh judgements, and stereotyping of people, especially those close to Supported Individuals.

### **Self Determination**

As an employee, I:

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



## **Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement**

---

### **Advocacy**

As an employee, I:

- Support people to communicate for themselves;
- Represent the best interests of those who do not use words to communicate, or whose communication may be difficult to understand by staying attuned to learning the ways they do communicate and by acquiring information from their personal support network, in order to understand and communicate their needs;
- Will advocate with Supported Individuals for inclusion and full community participation;
- Will consult with the Leader or the Director when I am unsure of the appropriate course of action in my advocacy efforts.

### **Finances and Personal Property**

As an employee, I:

- Recognize that I have a privileged relationship with Supported Individuals and am committed to acting ethically and responsibly in any circumstances where I am authorized to support someone in managing their finances or personal property either directly and/or through any form of assistance, coaching or support;
- Will refrain from exploiting my privileged relationship with Supported Individuals and/or their personal support network:
  - for my personal fundraising – such as selling them raffle tickets in support of a personal cause (i.e. my children’s school, etc.);
  - by accepting or soliciting money, loans, or personal property from them.
- Will accurately and consistently report all use of program/organizational and Supported Individual’s funds;
- Will support transparent and moral practices in all my interactions with Supported Individuals and/or their personal support network, and all parties involved in the delivery of CLS services;
- Will not accept and gifts or benefits from any source that grant or may appear to grant preferential treatment.

### **Business Practices**

As an employee, I will:

- Respect CLS, and not do anything that might bring harm to the reputation of CLS;
- Treat community members, community partners, funders and external authorities with respect and dignity;
- Act responsibly in the use of CLS funds and resources, ensuring appropriate use and adhering to CLS’s prohibition of any preventable waste, and any fraud or abuse in the use funds, time, equipment, etc.;
- Uphold all applicable laws, including those noted throughout CLS policies and procedures, to protect and/or enhance the mission of CLS;
- Not enter into contractual relationships outside of CLS which could be perceived as a conflict of interest;

Date of Last Update: September 15, 2023

Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement



## **Ethical Code of Conduct, Professionalism, and Conflict of Interest Agreement**

---

- Disclose other commitments that may represent a conflict of interest to my Leader or Director;
- Respect and support the decisions of management with the understanding that I have the right to professionally state my position. If I disagree with management's decision, I will follow the process for conflict resolution to address my concerns while continuing to adhere to the decision in place.

### **Marketing**

As an employee, I will:

- Be familiar with and adhere to CLS policies on social media and on media relations/CLS communications;
- Not fundraise in any way on behalf of, or in the name of, CLS without written consent from the Chief Executive Officer;
- Not promote my personal business, or any businesses associated with me, for personal gain in any way unless pre-approved by the Chief Executive Officer.

### **Promoting a Healthy and Safe Workplace**

As an employee, I will

- Treat coworkers with respect, be honest and truthful, without being hurtful;
- Create a positive work environment by speaking and behaving in a friendly, positive and courteous way;
- Work towards personal and professional growth to improve my overall effectiveness as an employee of CLS;
- Work as a team member by supporting my co-workers to successfully do their work;
- Value, respect and recognise the work of others.

The CLS takes a no-reprisal approach for any employee reporting violations of this Ethical Code of Conduct, Professionalism and Conflict of Interest Agreement. In cases where a report has been made regarding a contravention you have made to this Agreement and all relevant standards, CLS will undertake all reasonable and appropriate actions to investigate and review the situation in alignment with investigation guidelines and related/applicable policies. CLS takes all allegations of misconduct seriously. If, upon completion of our investigation, you are found in contravention of any of the conditions above, disciplinary action, up to and including termination of your employment, will result.