

Manual:	1 - CLH DSS Policies	Section:	General/Human Resources
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Approver:	Dean Johnson	Reviewer:	Vanessa Dorion
Title:	Chief Executive Officer	Title:	Director of Human Resources

PURPOSE:

CLH Developmental Support Services (CLH) is committed to conducting business in an ethical manner as an Agency providing services to people with developmental support needs. The reputation for ethical practices is one of CLH’s most valued assets.

SCOPE:

This policy and procedure applies to all employees, volunteers and students.

The Board of Directors of CLH also have a Governance Policy regarding Board Member’s Code of Conduct.

RESPONSIBILITY:

All employees, volunteers and students at CLH have a responsibility to act in an ethical manner, and as representatives of the agency their behaviour must reflect the values and guiding principles of CLH.

DEFINITIONS:

Honesty: Is moral character which denotes positive, virtuous attributes such as integrity, truthfulness and straightforwardness along with the absence of lying, cheating or theft.

Humility: The absence of the sense or feeling of being superior to others. Treating others with equality and dignity, ensuring that we are not being or perceived as being intimidating, condescending or demeaning to others.

Integrity: Moral excellence; honesty.

Moral: Is the distinction between right and wrong.

Prudent: Modest or cautious.

Respect: Courteous regard, esteem felt or shown towards a person or quality.

Standard: A measurement of excellence.

Stakeholders: People with developmental support needs, families, community, members, donors, funders, staff and other service providers. This list may not denote all our stakeholders.

Transparency: Easily seen through and understood.

PROCEDURE:

Personal

CLH employees, volunteers and students will act in an ethical manner by:

- Respecting the value, dignity and rights of all people.
- Doing for and to others as employees, volunteers and students would have done for or to them.
- Maintaining confidentiality at all times (See Declaration of Confidentiality Policy).
- Treating everyone with humility and integrity that an employee, volunteer or student may come in contact with while performing their duties.
- Speaking in a friendly, positive, enthusiastic and courteous way to all.
- Showing a positive attitude.
- Valuing the cultural beliefs, race, religion, **age** and sexual orientation of all people.
- Encouraging the community to be accepting of all people.
- Encouraging open communication, creativity, dedication and sharing of knowledge.
- Working by the highest ideals by establishing, practicing and promoting exemplary professional and personal standards.
- Maintaining dignity and poise under all circumstances.
- Acting reasonably and prudently.

Professional

- Upholding and following all relevant federal, provincial and local laws and regulations. In addition to strict compliance with the laws of Canada and those of other jurisdictions that apply to the agency's services, employees, volunteers and students are expected to carry out their duties in accordance with the spirit and intent of such legislation, so that the highest standards of integrity and ethical conduct are observed throughout the agency.
- Performing their responsibilities consistent with and in support and promotion of the Agency's Vision, Mission, Values and Guiding Principles.
- Supporting the decisions of the Agency and communicating positively when referring to same.
- Maintaining truthfulness and honesty and not compromising either of these for advancement, honor or personal gain.
- Demonstrating respect to everyone within CLH and the broader through our actions and quality of our work.
- Working by the highest ideals by establishing, practicing and promoting exemplary professional and personal standards.
- Stimulating and maintaining an environment of transparency.
- Holding others accountable for their conduct.
- Guarding against conflict of interest or its appearance (real or perceived).
- Acting in the best interest of the Agency and not in their own interest or in that of another organization.
- Acting reasonably and prudently.
- Not reporting to work with impairment by any substance which may affect their judgment and jeopardize their service provision (alcohol, mind altering prescription drugs or illegal drugs, etc.) as there will be zero tolerance in this regard.
- Striving for professional growth and excellence in service delivery and make a commitment to this Code of Ethics.

Financial

- All financial practices shall be handled in accordance with the applicable federal, provincial and local legislation.
- All financial matters shall be conducted with the standards of generally acceptable

accounting principles (GAAP rules).

Conflict of Interest

- Employees, volunteers and students should not accept from any company, organization or person which does or wishes to do business with, a share of profits, commissions or other payments or favours in the way of price or other advantages such as loans, services, travel, entertainment or gifts.
- Actions taken and decisions made by employees, volunteers and students should be on the basis of an impartial and objective assessment of the facts in each situation, free from influence of gift, favours and the like.
- Reference – Broader Public Sector Perquisites Directive issued by Management Board of Cabinet August 2, 2011 (attached).

Addressing the Media / Public

- The Chief Executive Officer and / or Board President only, have the authority to address the public and media as required.
- When attending any agency function, conference or seminar, it is expected that employees, volunteers and students will behave in a manner appropriate to maintain the exemplary reputation of CLH.

Any employee, volunteer or student who has a concern regarding the application of this policy and how it relates to any situation should discuss the matter with their supervisor. If the matter is not resolved through this discussion, the employee, volunteer or student is expected to raise the issue with higher levels of management (Manager, Directors, CEO).

Strict adherence to this ethical code of conduct is a condition of employment and any breach of this policy will be cause for appropriate action, which may include dismissal.

Reporting

Serious incidents of unethical conduct or breaches of this policy will be reported to the Board of Directors using the utmost confidentiality and in a timely manner.

REFERENCE:

Broader Public Sector Perquisites Directive issued by Management Board of Cabinet – August 2, 2011