

CLAPW POLICY AND PROCEDURE

	 COMMUNITY LIVING Ajax-Pickering and Whitby Inspiring Possibilities
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Effective Date	MAY 8, 2012
Reviewed	NOVEMBER 3, 2021 JUNE 12, 2024

SECTION: PERSONNEL

POLICY TITLE: RULES OF CONDUCT

RELEVANT FORMS:

APPROVED BY:


Executive Director

Policy Statement:

Community Living Ajax-Pickering & Whitby requires all staff to conduct themselves professionally, respectfully, and humanely in the performance of their duties. This Code of Conduct provides general guidelines for such conduct. Supervisory staff may establish additional written standards for their jurisdictions, subject to approval by the Executive Director, to comply with regulations or legislation. Violations of the Code of Conduct will result in disciplinary action, which may include suspension without pay or termination.

Purpose: Employees of Community Living Ajax-Pickering & Whitby are expected to exemplify respect for and acceptance of all persons, as outlined in the Association's Mission, Vision, and Values.

Professional Obligations:

- 1. Integrity and Trust:** Recognize and uphold the position of trust you hold.
- 2. Welfare of People Supported:** Prioritize the welfare of those supported.
- 3. Respect for Privacy and Human Rights:** Respect the privacy, feelings, and human rights of individuals receiving support.
- 4. Adherence to Policies:** Follow all policies, procedures, and practices outlined in the organization's Policy Manual.

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5. **Professional Use of Information:** Use information obtained professionally in an appropriate manner.
6. **Reporting Violations:** Report any conduct or behavior that violates the Code of Conduct or the organization's values to your manager in writing.
7. **Collaboration:** Work cooperatively with other persons and agencies to enhance the quality of support provided.
8. **Professional Responsibility:** Maintain responsibility for your professional conduct.
9. **Professional Development:** Strive to increase professional competence and share knowledge and experience with colleagues.
10. **Immediate Reporting of Suspensions:** Notify your manager immediately if suspended from any job where you provide support. You will be relieved of duties at CLAPW until the investigation is satisfactorily concluded.
11. **Promote Inclusivity and Diversity:** Foster an inclusive and diverse environment.
12. **Promote Citizenship and Community Belonging:** Encourage a sense of belonging and citizenship in the community.
13. **Professional Appearance and Conduct:** Present yourself positively and professionally in appearance, attire, hygiene, and conduct.

Unacceptable Conduct: The following conduct is unacceptable and may result in disciplinary action, up to and including suspension and termination:

1. **Neglect or Abuse:** Neglecting or abusing people receiving support.
2. **Violation of Human Rights:** Violating the human rights of people receiving support.
3. **Abuse of Authority:** Abusing a position of authority or a professional relationship to the detriment of people receiving support or colleagues.
4. **Breach of Privacy and Dignity:** Failing to respect the privacy and dignity of a person or family in service by divulging information without consent, except when required by law or for other compelling reasons. Refer to the policy statement on Confidentiality.
5. **Discrimination and Disrespect:** Discrimination and Disrespect: Treating people receiving support unfairly, mocking them, or showing them disrespect in any way.

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5. **Theft or Misappropriation:** Theft or misappropriation of funds or property of a person receiving support or the organization.
6. **Withholding Services:** Withholding services or failing to provide information about service availability without reasonable cause, or neglecting to provide supports or information after committing to do so.
7. **Substance Influence:** Reporting to work under the influence of alcohol, drugs, or other intoxicants, or suffering the effects of such substances while on duty.
8. **Unauthorized Substance Use:** Using or consuming alcohol, drugs, or other intoxicants without authorization while on duty.
9. **Leaving Work Without Permission:** Leaving the assigned place of work without permission or authorization during working hours.
10. **Unauthorized Absence or Tardiness:** Being absent or tardy without authorization or reasonable cause, especially chronically.
11. **Falsification of Records:** Falsifying Association records or providing false personal or other information to the Association.
12. **Insubordination:** Committing acts of insubordination.
13. **Misuse of Leave:** Using leave for purposes other than the reason for which it was granted.
14. **Personal Cell Phone Use:** Using personal cell phones for personal business during working hours.
15. **Neglect of Duties:** Failing to attend to work or assigned duties as required.
16. **Violation of Conduct Standards:** Conducting oneself in a manner inconsistent with the letter or spirit of the Staff Code of Conduct or any CLAPW policy and procedure statement.

