

## B-8.1 CODE OF ETHICAL CONDUCT

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**POLICY:** MACL believes that certain principles and values must guide our actions and relationships with each other. As an employee, contractor, practicum student or volunteer you are required to practice the Code of Ethical Conduct under all circumstances. A form (*see sample at end of policy*) indicating your commitment to follow the Code of Ethical Conduct will be signed before involvement in any MACL service provision, and every January thereafter. Conduct that is contrary to this code will be treated as a violation and may result in corrective action up to and including termination of your role with MACL.

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### **PREAMBLE:**

MACL has been Mission's most trusted provider of Community Living services for over 60 years. As we look to the future, we know that each of us, through our actions, has the power to improve our workplace, build the trust of the families and people we serve, and enhance our reputation.

Every day we make decisions that affect one another. Our actions and decisions can impact the families and people we serve and the larger organization. The actions we choose to take as individuals in our roles at MACL reflect not only on us as individuals but also on the larger organization.

Whether you are an employee, contractor, practicum student or volunteer, your actions and/or inaction influences how others perceive our organization. This code is divided into two parts: Values Based Conduct and Business Conduct & Human Resource Practices. Both parts of this document outline our expectations for your everyday conduct in your role at MACL.

### **PART I: VALUES BASED CONDUCT**

#### **STATEMENT OF VALUES:**

MACL's success is built on the trust and confidence we earn from our relationships within the community. We establish this credibility by fulfilling our commitments and conducting our interactions with honesty. The following values create a foundation for this code;

- Integrity
- Respect
- Community Inclusion
- Appreciation of Diversity
- Safety
- Accountability
- Empowerment
- Quality Services
- Collaborative Relationships

#### **MACL VISION & MISSION:**

##### **Vision:**

Our vision is an inclusive and caring community where each person has choices, opportunities and a fulfilling quality of life.

##### **Mission:**

Our purpose is to support individuals with developmental disabilities, children who require extra support, and their families

## **INTEGRITY:**

Integrity: doing the right and truthful thing in a consistent, reliable and accurate way.

Integrity requires that we be, among other things, honest and transparent. Service delivery and public trust should never be compromised by personal gain or advantage. Integrity is not necessarily compromised when we make an unintentional error or in the honest difference of opinion but integrity can never include lying or deception.

## **RESPECT:**

Respect: acting & speaking in ways that leave others feeling like you think they are important and valued; it looks like acting in ways that show you care about their needs, feelings and well-being.

People are entitled to dignity and courtesy because of who they are, not because of how we feel about them and their actions. We will treat every person with dignity and courtesy, even when such treatment is not given to us. This includes the people and families we support, contractors, practicum students, volunteers, other stakeholders and employees. In our MACL roles, each person is a valuable member of our MACL team who deserves an environment that is caring, collegial and above all, respectful.

## **COMMUNITY INCLUSION:**

Inclusion occurs when all people, regardless of their abilities, disabilities, or health care needs, are valued, belong and are included.

Regardless of ability, we believe that every person has the right to live and participate as full citizens in their communities. In our roles at MACL, we will actively support people to be engaged in their neighbourhoods, communities, schools, and workplaces. We will identify, create, facilitate and support opportunities for persons served to contribute and belong. We will also identify and try to remove barriers to inclusion.

## **APPRECIATION OF DIVERSITY:**

Diversity: the range of human differences, including, but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, and physical ability or attributes.

We value that every person is unique and believe that these differences must not get in the way of anyone's full participation at MACL. Rather, we will build upon the richness of differences that make up our cultural mosaic. We will seek to learn about each other's backgrounds and skills. We will listen to different viewpoints and perspectives, welcoming each contribution.

## **ACCOUNTABILITY:**

Accountability: accepting responsibility for the results of your actions (or inactions). It sometimes includes admitting you made a mistake.

In our roles at MACL, we will accept responsibility for our decisions and actions. We will be honest about and learn from our mistakes. We will not make promises we know we cannot keep as failing to meet our commitments erodes trust.

## **EMPOWERMENT:**

Empowerment: actions that increase the ability of individuals to make decisions on their own, express their own opinions, interests and act on their own authority.

We will do our best to build the capacity of the individuals and families we support to make choices, to reach their desired goals, and to develop their skills and strengths. Not only will we advocate on their behalf, but we will teach and support individuals and families to become self-advocates. Recognizing that supported individuals may rely on behaviour we find challenging to communicate their needs, we will respond in ways that model calm and respectful communication, following support plans and MACL policy at all times.

## **QUALITY SERVICES:**

Service Quality: MACL's ability to meet or exceed the expectations of people receiving our services and the expectations of our funders and regulatory bodies.

We recognize that those we serve expect and deserve high quality services. In our roles we will strive to understand what the individuals and families we support expect from their service and work to the best of our ability to meet those expectations. We will look for and adopt best practices in our service delivery.

## **COLLABORATIVE RELATIONSHIPS:**

Collaborative: two or more people working together in a pleasant manner in order to create or achieve the same thing

We recognize that we need to work effectively with each other and within teams in order to ensure quality service delivery. We recognize that our interactions with one another often occur in front of those we support, and will ensure we model respectful verbal and non-verbal communication. We will discuss ideas, share practices and be open minded to others' ideas.

## **SAFETY:**

Safety: being protected from or unlikely to cause danger, risk, or injury.

The safety of all members of our MACL community is of paramount importance. In your role, you must follow all safety policies and practices. Additionally, each of us is responsible for identifying hazards and taking immediate action to minimize or remove risk or harm or injury. Any injury you experience or witness at MACL must be reported without delay.

## **PART II: BUSINESS CONDUCT & HUMAN RESOURCE PRACTICES**

### **BUSINESS GUIDELINES:**

In the course of your role with MACL you are expected to comply with the letter and spirit of all federal, provincial, and local environmental and safety laws applicable to MACL business. In addition, you must follow all MACL safety policies and procedures. You are also expected to follow any professional, ethical code of conduct that applies to your position, education, and job responsibilities.

### **CONFIDENTIALITY:**

Confidentiality: keeping private Information secret or private.

In the course of your role with MACL you may have access to information about our organization, the individuals and families we serve, and our employees. All of this information is confidential and proprietary to MACL.

You must ensure that confidential information is not shared with anyone except as authorized and in connection with your role. You must store and dispose of records in a manner that ensures confidentiality at all times. This includes securing records in drawers or cabinets, following computer security procedures, and shredding confidential information that needs to be disposed.

Upon conclusion of your role at MACL, you must promptly return all property belonging to MACL, including documents or reproductions of any information that relates to MACL. You must also continue to maintain the confidentiality of information about our organization, the individuals and families we serve, and our employees.

In any situation where you are unsure of what information you are permitted to share, err on the side of caution and check with your supervisor.

### **CONFLICT OF INTEREST:**

Conflict of Interest: a situation in which a person could benefit personally from actions or decisions made in their position at MACL.

Our honesty and impartiality must be above suspicion. This means that any potential conflict of interest, either actual or perceived, must be reported, reviewed and managed.

Where personal interests (e.g. relationships, business) appear to motivate your actions or decision-making, a conflict of interest exists. You are not permitted to be on shift with or supervising a family member, or romantic partner. Personal like or dislike of co-workers must never result in violation of this Code or result in unprofessional conduct or inefficiency. While friendships between co-workers within worksites may occur, they should not result in special treatment for, or exclusion of, co-workers.

You must report any conflict of interest to your supervisor. Your supervisor will review the situation with the Chief Executive Officer who will use MACL's Vision, Mission and Value to decide what decisions and actions best serve MACL's interests.

Any potential or actual conflict of interest involving the Chief Executive Officer will be reported to the MACL Board of Directors for their review and management.

### **SETTING BOUNDARIES:**

Boundary: a limit you can set on what you will accept of another person's words or actions. Boundaries can be: Material, Physical, Mental, & Emotional

As providers of supports to persons served, you can be friendly, but should not be friends with the people you directly support, or their families. While ideally you may like the person that you serve, that, in and of itself, does not transform the relationship into a friendship. If you have a friendship with a person you directly support, you must declare that relationship as a conflict of interest to your supervisor.

As support staff, we are responsible for modeling healthy boundaries for the people we serve. You must be clear on your service delivery limits as a professional. These boundaries are set to keep you focused on the work you are doing with the persons we serve. Discussions between employees on shift should be related to the program; personal matters should be held away from the workplace. Oversharing of your own personal information with or in the presence of the people you support is an example of an unhealthy boundary and a conflict of interest.

### **PERSONAL BELIEFS:**

Each employee, contractor, practicum student and volunteer may hold a wide range of personal beliefs, values, and commitments. Your beliefs, values, and commitments become a conflict of interest with MACL when you use company time, property or facilities for furthering these beliefs or are unable to fulfill your job responsibilities because of these beliefs.

### **HUMAN RESOURCES:**

MACL strives to be a leader in promoting workplace diversity and celebrating the value of individual differences. We believe that diversity enriches our mission by bringing a variety of perspectives, ideas, and experiences that are representative of the communities we serve. MACL is committed to serving our diverse members with culturally sensitive services and fostering an inclusive, respectful organizational culture through our leadership, policies, and practices. Any kind of harassment against persons served, employees or other individuals is prohibited.

We will provide equal opportunity in all of our employment practices without regard to race, colour, national origin, sex, disability, age, sexual orientation, ancestry, marital status, gender identity, religion, family status, or any other status protected by law. This nondiscrimination includes, but is not limited to, the areas of employment, compensation, assignment of work and promotion. Recruitment activities will include web-based recruitment sites as well as social media to maximize distribution of any employment opportunities.

MACL is also committed to providing safe and healthy environments. You will never report to your role or be found on duty in a condition of drug/substance (legal or illegal) or alcohol impairment which interferes with job performance. It is never acceptable for

you to consume alcohol or judgement impairing drugs/substances on shift, or to arrive for your role under their influence.

### **MACL PROPERTY AND OTHERS' PERSONAL PROPERTY:**

You are responsible for safeguarding the property belonging to MACL and the people receiving our services. This property includes (but is not limited to) cash, furniture, fixtures and equipment, clothing, personal belongings, physical property, vehicles and any other asset. No valuables should be left in vehicles.

You must not copy keys or give out passwords unless authorized by the Chief Executive Officer.

Property belonging to MACL or the people we support is not available for your personal use. MACL vehicles are solely for the use of individuals requiring transportation for the transaction of MACL business, e.g. employees, contractors, persons served and their families, etc. It is never acceptable for your family members or other non-employees (including other self-advocates) to ride in or drive our vehicles without authorization from a Director. MACL vans or surplus medical equipment may be made available to other community groups as per MACL policy or with written approval of the Chief Executive Officer.

MACL benefits from points and perks from certain loyalty programs (e.g. Visa, Safeway Club and others) as do persons served (e.g. Shoppers Drug Mart). These benefits are not to be taken by you in your role, by substituting your own personal card or redeeming points.

### **INTEGRITY IN RECORDKEEPING:**

Accurate records at MACL serve essential administrative, legal and historical purposes. Good records help protect those we serve and ensure we are both accountable to and meet our legal and funder requirements. We will comply with all laws concerning the records we keep.

When documenting, charting, reporting or completing any form or narrative, you have a responsibility to create and maintain a full, accurate and honest account that is timely, understandable, and submitted within deadlines. Confidentiality must be maintained in creating, storing, accessing, transferring and disposing of all records, including administrative records and records of persons served.

### **MARKETING AND FUNDRAISING:**

No fundraising may occur without approval from a MACL Director. MACL's marketing and fundraising activities will always be carried out with respect, dignity and consideration of the privacy rights of individuals served. Marketing activities will highlight the vision, mission, goals and accomplishments of MACL and its participants. We will accurately and truthfully represent MACL and its stakeholders.

Donors and stakeholders will have access to MACL's most recent annual report and financial statements as approved by the governing board, MACL's registration number, a list of the names of the governing board, and a copy of this ethical code of conduct.

All donors are entitled to receive an official receipt for income tax purposes as outlined in MACL's financial policies.

All restricted or designated donations will be used for the purposes for which they are given. If necessary, due to program or organizational changes, alternative uses will be discussed where possible with the donor or the donor's legal designate. If the donor is deceased or legally incompetent and the charity is unable to contact a legal designate, the donation will be used in a manner that is as consistent as possible with the donor's original intent.

#### **PERSONAL FUNDRAISING:**

Personal fundraising includes (but is not limited to) the selling of cookies, plants, candy, tickets, or other items that are personal initiatives of an employee and/or his or her family member to raise funds for other non-profit organizations.

You will not solicit any persons or families in receipt of MACL services, regardless of the cause.

If you wish to invite MACL employees to participate in fundraising activities, you must submit a Personal Fundraising Request form for approval by the Chief Executive Officer. Such activity, including completing the form, must occur during unpaid time. Any approved fundraising will solely benefit not-for-profit initiatives that do not compete with MACL fundraising efforts or MACL service delivery.

#### **BUYING AND SELLING:**

You are not permitted to buy or sell things or services to or from any persons or families in receipt of MACL services without written approval of a Director, who will ensure that there is fair market cost and that the well-being of the individual is not in any way being jeopardized.

You are not permitted to conduct another business (e.g. Avon, Epicure, Tupperware, etc.) on paid MACL time or using MACL resources.

#### **GIFTS AND GRATUITIES:**

Under no circumstances can the individual's funds be used for staff or Society use without written consent by the individual's decision maker and Program Director (e.g. vacation proposal to cover additional staff costs). During program activities, the Individual's funds can only be used for the individual.

With the exception of Sandcastle Preschool where it is a cultural norm for children to present their teacher with small gifts, Individual staff are not to accept personal gifts, money, gratuities, free trips, personal property, services, or other items of value from individuals or their families.

Program staff teams will not accept a gift greater than \$25.00 from a family. Leaders may not accept a gift greater than \$25.00 from a subordinate employee. Should the value exceed \$25.00, you should respectfully decline the gift and, if appropriate, let the giver know that the gift can be redirected as a donation to MACL. Under no

circumstances will gifts or gratuities, regardless of value, be accepted as an inducement to provide additional services or influence decision making.

Gifts or incentives from businesses or vendors valued at more than \$25.00 will become MACL property and allocated at the Chief Executive Officer's discretion.

#### **WITNESSING OF LEGAL DOCUMENTS:**

As a normal course of business operation you are not expected to, nor responsible for the witnessing of legal documents. Occasionally MACL employees may be requested to witness the signing of contracts or Representation Agreements.

The person chosen to witness a document should have no personal, financial or other interest in an agreement. They must be a neutral third party who is not related to either party and who does not benefit from the contract.

The witness will observe the relevant party or parties signing the document and then the witness will sign the document as proof that they witnessed the party signing. The witness is not required to know or understand the contents of the document. A witness must be of legal age and mentally capable.

Questions and concerns should be referred to your immediate supervisor.

#### **CONTRACTUAL RELATIONSHIPS:**

No person is permitted to be both a MACL employee and hold a contract with MACL concurrently.

Only individuals who have been directed in writing by a MACL Director are permitted to enter into a contract on behalf of MACL. Directors will follow MACL policy regarding entering contracts and will take all reasonable steps to ensure MACL's interests and resources are protected.

#### **MEDIA, SOCIAL MEDIA AND PUBLIC REPRESENTATION:**

The Chief Executive Officer and President of the Board of MACL are the only spokespersons for the association. If you receive a media inquiry, you should respond by saying that you have no authority to comment and refer the question to the Chief Executive Officer.

In representing MACL in community interactions, you should act in accordance with the highest standards of professional integrity. Care should be exercised in actions or statements that are presented to the general public in face-to-face interactions and on social media about: a) MACL; b) other organizations and/or individuals with whom we do business or associate, so that actions or statements do not negatively reflect back to MACL. You must refrain from in-person and social media interactions, posts or discussions that could be detrimental to MACL or promote negative feelings toward MACL. (See Internet Use Including Social Media Policy)

#### **WASTE, FRAUD, THEFT AND ABUSE:**

Waste: uneconomical, inefficient or ineffective use of resources that result in loss or wasting of funds. This includes physical resources and staff time. When on paid MACL



time, you will use that time to the benefit of MACL and will not allow personal situations, preferences or priorities to compromise your productivity.

**Fraud:** deliberate act of deception, manipulation or dishonesty, with the specific intent of gaining an unfair or dishonest advantage or injuring another person or organization.

**Theft:** the act of stealing, taking or removing MACL or personal property belonging to another without appropriate authorization. It includes intellectual property, monetary or other physical goods.

**Abuse:** MACL will not tolerate abuse of any kind; including physical abuse, physical neglect, sexual abuse, emotional abuse, financial abuse. Further policy on Abuse and Neglect compliments the Ethical Code of Conduct and should be referred to for comprehensive definitions, steps to minimize risk, and procedures for when abuse is observed, suspected or disclosed.

You are expected to take all necessary steps to prevent theft, loss, misuse or damage to MACL's assets and property.

MACL opposes all forms of waste, fraud, theft and abuse and will investigate all reports of this type of wrongdoing. We will use our best efforts to obtain restitution and recover any misappropriations made in the conduct of, or as a result of waste, fraud, theft or abuse.

**Duty to report:** If you observe or become aware of any waste, fraud, theft or abuse you must report it to your supervisor, Director, or Chief Executive Officer immediately or as soon as it is safe to do so.

#### **REPORTING VIOLATIONS OF MACL'S CODE OF ETHICAL CONDUCT:**

If you observe or become aware of a violation of our Ethical Code of Conduct you need to report the breach to your supervisor, Director, or Chief Executive Officer in a timely manner. If you fail to report as per this expectation, it may result in corrective action up to and including termination of employment or role with MACL. If you are in doubt, err on the side of caution and report your concern.

Retaliation against anyone for reporting violations of the Ethical Code of Conduct is expressly forbidden and will not be tolerated by MACL.

Investigation of violations of the Ethical Code of Conduct will begin immediately upon receipt of alleged violation. You must participate fully and truthfully in any MACL investigation. MACL will make every effort to complete its investigation within fourteen days and will document how substantiated violations have been addressed.

**SAMPLE ONLY – PLEASE SIGN SEPARATE FORM**

**MACL CODE OF ETHICAL CONDUCT REVIEW AND SIGN-OFF FORM – Appendix A**

**AGREEMENT**

I have received the 2019 Code of Ethical Conduct. I have read all sections, understood and agree to act in compliance with the MACL's Code of Ethical Conduct at all times.

I understand that violation(s) of the Code may result in termination of my role with the Mission Association for Community Living. I understand that if I have questions or concerns at any time about the MACL Code of Ethical Conduct, I will consult my immediate supervisor, my Director, or the Chief Executive Officer for clarification.

Confidentiality of the organization, the individuals and families we serve, and our employees must continue beyond employment with the organization; failure to maintain confidentiality may result in legal action according to applicable laws and contractual agreements.

This agreement will become a part of my personnel record and will remain in effect for the duration of my service with the Association.