

CODE OF CONDUCT

Policy Statement: Community Links recognizes and is sensitive to the social responsibility involved in the work provided by the employees and volunteers. Community Links acknowledges the deeply personal nature of this work and is also aware of the power differentials inherent in relationships with clients and the potential for harm arising from either overt or covert abuse of such power. These Policies and Procedures are intended to promote the safety and dignity of employees, volunteers, contractors and clients alike.

General Behaviour

All employees and volunteers will uphold Community Links Values of: Collaboration, Diversity, Integrity, Quality and Respect at all times. Including the following;

- Take all due action to ensure the integrity of Community Links
- Be guided by Common Law, Federal and Provincial Human Rights Legislation and the United Nations Declaration of Children's Rights
- Occupy a position of trust, respect, cultural awareness and understanding with one another, clients, general community and funding partners and shall act at all times to preserve trust, respect, cultural awareness and understanding
- Collaborate with clients, funding partners and the general community to create and maintain quality within our service delivery and programming
- Respect the diversity, dignity and worth of all individuals, and strive to protect and promote the rights and welfare of all those who receive services
- Take every due and proper measure to ensure that there is not and there shall not appear to be, any conflict between the personal and private interests of volunteers and employees, its clients, the general community and the funding partners

Community Links prohibits the following at all times:

- All behaviours that are viewed abusive in any manner to client. This includes verbal abuse, physical abuse and emotional abuse
- Favouritism to volunteers, employees or clients in receiving the services of Community Links
- Payment or other consideration to any service provider or other for the referral to any applicant for Community Links services
- Employees from having direct or indirect financial interests in the assets, leases, business transactions or professional services of Community Links
- Employees from entering into a community position on a Board or committee that is perceived as a conflict of interest of Community Links.
- All employees from engaging in commerce with clients where clients are subject to vulnerability. This includes the purchase and selling of services, goods, information, and materials
- All employees from entering into any intimate or otherwise non-professional relationship with a client or shall behave in a manner that is perceived to be sexual in character
- Volunteers and employees are prohibited from accessing services where personal information is obtained and shared

Types of behaviour and conduct that Community Links considers inappropriate include, but are not limited to:

- Unsatisfactory performance or conduct
- Unauthorized disclosure of confidential information
- Theft or inappropriate removal or possession of property
- Falsifying employment or other agency records
- Discussing pay rates and/or salaries with peers
- Falsifying time-keeping records
- Working under the influence of alcohol or illegal drugs
- Boisterous or disruptive activity in the work place including; fighting and/or using obscene, abusive or threatening language and gestures

- Possession of weapons
- Smoking inside the building areas
- Physical harassment, emotional and/or sexual harassment or other unlawful harassment
- Excessive tardiness, absenteeism or absence without notice
- Unauthorized disclosure of intellectual property
- Misuse or abuse of Community Link's equipment
- Disregarding Community Links Policies and Procedures
- Inappropriate use of the internet
- Inappropriate comments on the internet
- Use of Facebook, Twitter and other social networking sites is prohibited during working hours unless authorized
- Personal purchases with payment by Community Links credit cards or cheques
- Insubordination
- Purchasing or accepting goods or services from the people served by Community Links
- Any other misconduct or inappropriate behaviour not congruent with the Code of Conduct
- Employees will not bring their children to work while performing their regular scheduled responsibilities unless authorized by the Supervisor or Manager

If any criminal charges are brought against an employee or volunteer they may be suspended from their duties dependent upon the nature of the offence and its relationship to those duties.

Conviction of any criminal offence may result in termination of employment at the discretion of the Executive Director.

It is a condition of employment that employees are expected to observe and comply with the laws of federal, provincial and local government.

Employees with professional accreditation must comply with the appropriate Policies and Procedures and practices required for membership within their designated professional association.