

Department:	Human Resources
Approved by:	CEO/VP- Human Resources
Operational Lead:	VP Human Resources
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Policy Title:

Code of Conduct

1 POLICY

1.01 Surrey Place Centre is committed to providing a professional and respectful work environment.

2 PURPOSE

2.01 The purpose of this policy is to provide a guideline and promote understanding of what is considered acceptable and unacceptable conduct and behaviour

3 SCOPE

3.01 This policy applies to Surrey Place Centre employees, volunteers, students and contractors/consultants. For the purpose of this policy “employee” includes employees, volunteers, students and contractors/consultants. All employees are expected to be aware of and comply with, the Code of Conduct Policy and its related policies.

4 RESPONSIBILITIES

4.01 Responsibility of Employees:

- Be aware of and comply with the Code of Conduct and its related policies
- Report any concerns to their immediate Supervisor, Manager or Program director and HR as appropriate

4.02 Responsibility of Management:

- Provide a professional and respectful workplace
- Take appropriate actions to address and resolve any concerns

4.03 Responsibility of Human Resources:

- Communicate this policy to all employees;
- Serve as a resource for all staff about appropriate behaviour and the Code of Conduct Policy and its related policies
- Where appropriate HR may assist in conducting an investigation

5 OVERVIEW

5.01 Organizational Values- Our organizational values help define the way in which employees conduct themselves.

- Collaboration
- Accountability
- Innovation
- Respect
- Responsiveness

5.02 Please also see “The Rules- How to Act at Surrey Place Centre” created by the Surrey Place Centre Self Advocacy Council

5.03 Appropriate conduct consistent with our organizational values and expectations of a professional and caring work environment includes but are not limited to:

- Adhering to all policies, procedures, practices, all applicable laws and regulations and the collective agreement;
- Maintaining all information and records honestly and accurately;
- Maintaining confidentiality of all client information, including any discussions;
- Prompt and regular attendance at work;
- Competent performance of job duties;
- Ensuring appropriate attire/dress in the workplace, including but not limited to proper footwear and any Personal Protective Equipment supplied for safely performing job duties;
- Courtesy and respect for all you may come in contact with while performing your job duties and representing the organization;
- Adhering to the scent free workplace policy;
- Supporting all of your colleagues including those who may be on a workplace accommodation plan;
- Securing and locking files, desks, cabinets and offices;
- Being aware of noise levels, and respecting the work space of others and
- Ensuring your work environment is free of hazards

5.04 Conduct that is inconsistent with our organizational values and commitment to a professional and respectful work environment includes but is not limited to the following examples:

- Volatile displays of anger or aggression or violence of any kind;
- Yelling, or shouting;
- The use of foul, abusive, or offensive language;
- Demeaning, negative, rude or belittling behaviors or comments directed at or about an employee;
- Willful neglect of duties;
- Willful violation of safety rules and procedures;
- Failure to adhere to Surrey Place Centre Policies and Procedures;

- Inappropriate use/Theft of Organizational Resources and Materials;
- Mishandling of equipment;
- Falsification of records, including attendance;
- Insubordination and poor and careless work