

<b>Department:</b>	Human Resources	<b>Policy Number:</b>	HRC-014
<b>Approved by:</b>	CEO	<b>Accountability:</b>	VP, HR & Communications
<b>Operational Lead:</b>	Manager, HR	<b>Policy Origin Date:</b>	February 1, 2015
<b>Revision Date:</b>	July 27, 2020	<b>Review Date:</b>	July 2022

**POLICY TITLE:**

## Code of Conduct

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### 1 POLICY

1.01 Surrey Place 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 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 LEGAL AUTHORITY

4.01 None noted.

### 5 RESPONSIBILITY

5.01 Responsibility of Employees:

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

5.02 Responsibility of Management

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

5.03 Responsibility of Human Resources:

- a) Communicate this policy to all employees:
- b) Serve as a resource for all staff about appropriate behaviour and the Code of Conduct Policy and its related policies

## 6 DEFINITIONS

6.01 None noted.

## 7 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

7.01 None Noted.

## 8 PROCEDURES

8.01 Organizational Values – our organizational values help define the way in which employees conduct themselves.

- a) Collaboration
- b) Accountability
- c) Innovation
- d) Respect
- e) Responsiveness

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

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

- a) Adhering to all policies, procedures, practices, all applicable laws and regulations and the collective agreement;
- b) Maintaining all information and records honestly and accurately;
- c) Maintaining confidentiality of all client information, including any discussions;
- d) Prompt and regular attendance at work;
- e) Competent performance of job duties;
- f) 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;
- g) Courtesy and respect for all you may come in contact with while performing your job duties and representing the organization;
- h) Adhering to the scent free workplace policy;
- i) Supporting all of colleagues including those who may be on a workplace accommodation plan;
- j) Securing and locking files, desks, cabinets and offices;
- k) Being aware of noise levels, and respecting the work space of others and
- l) Ensuring your work environment is free of hazards

8.04 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:

- a) Volatile displays of anger or aggression or violence of any kind;
- b) Yelling or shouting;
- c) The use of foul, abusive or offensive language;
- d) Demeaning, negative, rude or belittling behaviours or comments directed at or about an employee;
- e) Willful neglect of duties;
- f) Willful violation of safety rules and procedures;
- g) Failure to adhere to Surrey Place Policies and Procedures;
- h) Inappropriate use/Theft of Organizational Resources and Materials
- i) Mishandling of equipment;
- j) Falsification of records, including attendance;
- k) Insubordination and poor and careless work

## 9 ATTACHMENTS

9.01 None noted.

## 10 REVISION HISTORY

Date Revised	Reviewer (Director or designate)	Comments
July 27, 2020	VP, HR & Communications	Reviewed