



Name of Manual:	Human Resources	Policy # <b>24.0</b>	Page 1 of 6
Policy Title:	<b>CODE OF CONDUCT</b>	Original Date:	October 2011
Prepared by:	Resources Committee	Reviewed Date:	January 2020
Approved by:	Board of Directors	Approved Date:	May 2020

### 1. **PURPOSE**

The purpose of this policy is to provide guidelines, which may be changed from time to time, to promote understanding of what is considered acceptable and unacceptable conduct and behaviour; and to encourage consistency throughout the organization.

This Code clarifies the North Lambton CHC's expectations of its employees and re-affirms our commitment to caring for our clients' needs and maintaining fiscal responsibility on behalf of the public and our employees. It provides a guide for consistent behaviour in delivering services and programs. This Code is simply a formal statement of the policies and principles of conduct the North Lambton CHC has always embraced. Contravention of this Code is a serious matter to the North Lambton CHC and will be treated as such.

### 2. **SCOPE**

This Policy applies to all North Lambton CHC employees. All will receive a copy of the Code during orientation and certify each year thereafter that they have complied with this Code.

All Employees are expected to be aware of, and comply with, this Employee Code of Conduct and its related policies.

### 3. **POLICY**

- Employees must perform their duties in a manner that maintains and enhances public confidence and trust in the integrity, objectivity, and impartiality of the Centre. Trust and mutual respect are the cornerstones of any relationship between an employer and its employees. As its most valuable and important asset, North Lambton CHC employees are expected to demonstrate the highest standards of behaviour.
- Regulations for the acceptable conduct and behaviour of employees are necessary for the orderly operation of any business, for the benefit and protection of the rights and safety of employees and the protection of North Lambton CHC's assets. Employees are expected to govern their conduct and behaviour in a manner consistent with the guidelines set out herein.
- North Lambton CHC is committed to maintaining a work environment that is free of illegal or recreational drugs, alcohol, firearms, explosives, or other improper materials. The possession, transfer, sale, or use of such materials is prohibited. A breach of this policy will result in discipline up to and including discharge.

#### **4. PURPOSE**

- Each employee, including Team Leaders, is responsible for observing rules of conduct that are normally accepted as standard in a business enterprise.
- Employees of the North Lambton CHC must follow the highest standards of ethical behaviour in the course of their work to ensure that public confidence and trust is maintained. The North Lambton CHC and all its employees must be above suspicion and beyond reproach and must be perceived in this manner.
- Team Leaders are responsible for counselling employees promptly when their conduct or behaviour is inconsistent with the intent of this Statement.
- We all share the obligation to ensure a professional, respectful, work environment.

#### **5. PROCEDURE**

- In order to earn and retain the trust and respect of each other within the North Lambton CHC as well as external stakeholders (including clients, suppliers and the general public) principles of honesty, integrity, fair dealing and the highest ethical standards must underlie everything we do and every decision we make. We must not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of facts, or any other unfair dealing or unethical activity. We will be judged not only in terms of how competent we are at conducting our business, but also on our integrity and how we behave at work, in community or political involvement and in the public expression of personal views. Accordingly, before embarking on any course of action we need to be able to answer "yes" to each of the following questions: Is it fair? Is it right? Is it legal?
- Each of us needs to be aware of and comply with applicable laws, rules, and regulation of all levels of government, related public, and regulatory agencies, as well as North Lambton CHC policies that affect how we do our jobs. Corporately and individually, we must never knowingly violate laws or wilfully blind ourselves to our legal or regulatory responsibilities or be a party to such actions or omissions.
- We must be aware of the policy framework that guides and governs our behaviour in the performance of our day-to-day activities and conduct ourselves in a manner consistent with those policies and the Code.
- North Lambton CHC's reputation rests on how clients, suppliers and the public perceive us individually – not only in terms of how competent we are at handling their business, but also on our integrity and how we behave.

Those who, in good faith, report concerns of the kind described below, will be protected by the North Lambton CHC.

**5.1 Appropriate Conduct and Behaviour** includes, but is not limited to:

- Adherence to published policies, practices, and procedures
- Competent performance of all job duties assigned
- Prompt and regular attendance at work
- Courtesy to, and respect for, co-workers, clients, suppliers, or any other person who deals with the Centre in the conduct of its business
- Wearing proper business attire and footwear during working hours, appropriate to the job performed
- Employees must hold in confidence any information obtained about a client, supplier, or employee in the performance of their duties consistent with the requirements of the workplace and legislation
- Employees must not engage in or condone behaviour which causes unnecessary mental or physical distress or loss of dignity, privacy or autonomy to clients, suppliers, or employees
- Employees have a responsibility to promote and safeguard the well-being and safety of the clients, suppliers, and fellow employees at all times by ensuring that no act or omission on their part places them at risk or in harm's way

**5.2 Inappropriate Conduct and Behaviour** includes but is not limited to:

- Loitering or loafing
- Leaving work early without the Team Leader's permission
- Using obscene, abusive language
- Spreading malicious gossip or rumours
- Harassing, threatening, intimidating, coercing any person at any time
- Horseplay or throwing objects
- Reporting to work or working while under the influence of alcohol, drugs /substances (recreational or prohibited)
- Creating or contributing to unsanitary conditions
- Gambling, lotteries, or any other game of chance while on organization premises
- Insubordination
- Excessive personal use of telephones or computer
- In appropriate social media comments or use

**5.3 Unacceptable Conduct or Behaviour** includes:

- Perceived inappropriate comments directed at an individual related to the person's sex, sexual orientation, racial background, religion, or physical ability
- Possession of guns, weapons, or explosives on organization property
- Possession, consumption or use of alcoholic beverages and/or illegal or recreational substances while on organization premises
- Solicitation of other employees, for any reason, during working hours, unless approved in advance by the Executive Director
- Willful violation of safety rules and procedures
- Willful neglect and/or mishandling of equipment and machinery
- Unsafe driving of organization vehicles
- Theft and/or falsification of organization records
- Threat of/or actual physical contact of any kind when there is a perception of physical violence. For example: Violent grabbing, pushing, or shoving and throwing of instruments, materials, or equipment of any kind

- Sexual harassment of any kind. Please refer to Policy HR 11.0.
- Indecency
- Fighting
- Poor or careless work
- Sleeping while on duty
- Accepting gifts, favours or gratuities of something more than a nominal amount, from firms, organizations, agents, employees, or other individuals who may wish to, or currently do conduct business with North Lambton CHC.
- Impairment.

Inappropriate and Unacceptable conduct could result in disciplinary action up to and including termination of employment without notice or pay in lieu thereof.

#### **5.4 Required Action**

If there is reason to suspect an actual or potential breach of this Code – whether it be a conflict of interest, a breach of applicable law, regulations, rules or what appears to be unethical, fraudulent or other illegal behaviour on the part of a colleague – it must be immediately reported to the Executive Director or designate for guidance. Those persons are responsible for appropriately receiving, retaining, handling and, where appropriate, reporting, and escalating verbal and written complaints and reports in relation to such matters in accordance with organization policies.

Those investigating will determine if any action is required. It is not the intent of the Code to create a compulsion to report or an atmosphere of paranoia since this would not be in keeping with the spirit of the principles of this policy.

The following list is not meant to imply suggested order for action. The action taken should be entirely up to the concerned party or parties. Possible action includes:

- If you wish to report a potential or actual breach of this Code on a confidential, anonymous basis you should promptly submit a written report to the Team Leader or Executive Director.
- If you are unsure of the best way to proceed on reporting or making complaints relating to potential or actual breaches of this Code, you must immediately consult the Executive Director or designate.
- The Team Leader or Executive Director who received the complaint will speak to the individual(s) deemed responsible, directly identifying the problem, and seeking to resolve the concern.
- The Team Leader or Executive Director who received the complaint will speak to the appropriate Team Leader for the individual or individuals about whom the complaint is being made;

- If further action is required, a meeting will be set up with the person of interest and with the Executive Director or designate. Results of this meeting are to be held confidential by all parties with written reports going only to those individuals acceptable to both parties.
- The Executive Director or designate must establish a formal enquiry process to validate the complaint and advise the Executive Director in regard to an appropriate reaction. The nature of such an enquiry process will be at the discretion of the Executive Director.
- Before any action is taken, the involved individuals will be advised that vexatious or frivolous accusations of abusive behaviour constitute another form of inappropriate interaction. Persons found to be engaging in this will be dealt with at the discretion of the Executive Director. (Refer to HR Policy 13.0 Frivolous & Vexatious Complaints).
- When, in the opinion of the Team Leader, a sufficient body of complaint has been built up to warrant it, he/she shall consult with the Executive Director relating to the source of the problem in regard to establishing some form of educational experience aimed at heightening awareness of the issues in the group or unit as a whole without creating an atmosphere of accusation or defensiveness and to stop such behaviour subject in the complaint. Failure of this process, (i.e., continuing complaints) shall be brought to the attention of the Executive Director for action.
- Need for further action or more stringent measures will be assessed and applied immediately or as soon as possible, taking into account the seriousness of the violation as well as any failure to cooperate in any investigation in relation to any alleged violation. Disciplinary action can include, but is not limited to, counseling, an impact on the applicable individual's record or remuneration, suspension or termination of employment, pursuit of any and all remedies available to the organization for any damages or harm resulting to it from a violation (including restraining and/or trespass orders), and referral to the appropriate legal or regulatory body. Generally, any employee who seriously breaches North Lambton CHC's policy will be dismissed. Where applicable, the organization will refer the matter to the police.

**Policy Reviewed and Adopted by Resources Committee:**

Date: 12 May 2020 Resources Representative: *[Signature]*

**Policy Reviewed and Adopted by Board of Directors:**

Date: 26 May 2020 Board of Directors Representative: *[Signature]*

<b>Policy Approved by:</b>	<b>Signature:</b>	<b>Date:</b>
Executive Director	<i>[Signature]</i>	7-13-20
Quality & Chronic Disease Team Lead	<i>[Signature]</i>	7-3-20
Data Management Team Lead	<i>[Signature]</i>	June 30/20
Finance Team Lead	<i>[Signature]</i>	June 25/20
Health Promotion Team Lead	<i>[Signature]</i>	July 8/20
Risk Management Team Lead	<i>[Signature]</i>	July 17/20
Primary Care Team Lead – North	<i>[Signature]</i>	July 15, 2020
Primary Care Team Lead - West	<i>[Signature]</i>	July 24, 2020