

# Personnel

## *Code of Ethics & Conduct*

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### **GENERAL**

All Personnel (regular full-time and part-time employees, fixed term employees, casual workers, contractors, interns, students or volunteers) will:

1. Commit to the values and mission of FCSS to support the Agency's fulfillment of its responsibilities to the community, funders and donors.
2. Act honestly and in good faith, in a manner reasonably believed to be in the best interests of the agency, and with the care that a prudent person in a similar position would use under similar circumstances.
3. Treat clients, colleagues, peers and community partners with courtesy, respect, objectivity and consideration in support of customer service excellence and quality service standards.
4. Respect the diversity of opinions as expressed or acted upon by personnel, and respectfully register dissent as appropriate.
5. Show respect for the workplace environment and tools provided by the agency and/or others.
6. Fully disclose, at the earliest opportunity, information of fact that would impact the agency.
7. Promote collaboration, cooperation, and partnership among colleagues.
8. Strive to uphold those practices and assist other colleagues in upholding the highest standards of conduct.
9. Personnel agree to not speak on behalf of the organization unless delegated to do so by the Executive Director, President of the Board of Directors or their designate.
10. Comply with all legal and regulatory standards governing work and treatment of others.
11. Wear attire, consistent with a professional environment and the clients being served.
12. Communicate concerns about workplace safety, violence or risk to mitigate and reduce harm.

13. Comply with Personnel Policy C-11- Prohibited Behaviour specifically as it relates to:
  - a. Reasonable suspicion of impairment (non-prescription drugs or alcohol use)
  - b. Use of mobile or handheld device while driving
  - c. Appropriate internet use
  
14. Create an inclusive environment that is respectful and welcoming of diversity without discrimination on the basis of gender, age, culture, faith, ethnicity, race, ancestry, class, ability, sexual orientation, gender identity, citizenship, marital status or family status.

## **CONFLICT OF INTEREST**

A conflict of interest arises when a person able to influence a decision, whether by official vote or moral and/or intellectual persuasion, is liable to gain some personal and/or financial advantage from the outcome of the decision in which the person is involved, and/or some advantage for an organization with which the individual is directly involved.

All Personnel will:

1. Engage in and promote honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships (this includes adherence to relevant Codes of Ethics with any professional organizations to which a member of personnel may be associated)
  
2. Fully disclose, to their Manager or the Executive Director at the earliest opportunity, information that may result in a perceived or actual conflict of interest.
  
3. Full time staff of the organization may not engage in employment outside the agency which may be in conflict or competitive with the interests of the agency. Therefore, full time staff may engage in professional private practice only with the knowledge and written consent of the Executive Director.
  - a. Approval will be based on evidence that this practice will not reduce the work performance of the staff member, will not solicit potential agency clients and will not damage the reputation of the agency.
  
4. Personnel may not use agency facilities, equipment, personnel or volunteers for conducting non-agency business.

## **CONFIDENTIALITY**

During their employment/working relationship at Family Counselling & Support Services for Guelph-Wellington (FCSS), individuals will gain access to information that is considered to be confidential

and/or proprietary. Such information relates to submitted proposals, criteria or decisions made with regard to the business of FCSS. Personnel may not convey any proprietary information to other organizations with which they work or volunteer.

Personnel will abide by the agency's confidentiality policies:

- Operations Policy – 13.3 – Privacy and Confidentiality
- Personnel Policy D-1 – Internet – Protection of Privacy
- Confidentiality & Release of Information Policy

## **PRIVACY**

Family Counselling & Support Services for Guelph – Wellington (FCSS) is committed to respecting the personal information of its clients, donors, volunteers, directors, web-users, and other stakeholders. In order to protect their privacy, FCSS will adhere to the principles in the *Personal Information Protection and Electronic Documents Act* (PIPEDA).

## **ACCOUNTABILITY**

Any member of personnel who becomes aware of any existing or potential violation of this Code is required to notify their Manager or the Executive Director promptly, or in instance the Executive Director is the personnel in question, to the President of the Board of Directors.

1. The Agency will take appropriate action on any alleged violations reported to them.
2. If the Agency determines that a violation has occurred, they will take such disciplinary or preventative action as it deems appropriate, up to an including dismissal from the agency or if warranted notification of the appropriate authorities.

***I, the undersigned, have reviewed the FCSS Personnel Code of Ethics & Conduct and related operational and personnel policies; my signature below confirms my understanding and acceptance of these principles and my commitment to adhere to this Code.***

**Signature:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

**Date:** \_\_\_\_\_