

POLICY: **Code of Conduct**

APPROVED: **November 17, 1983**

REVISED: **April 30, 2020**

APPROVED: **Executive Director**

INTRODUCTION:

The Board of Directors of Access Community Services is committed to providing a highly valued community service. In order to foster the dignity of persons who are developmentally disabled; to protect their rights as citizens and to promote positive societal attitudes toward these individuals it is important that:

- each person employed by, or served by Access Community Services, will be viewed in positive terms, recognizing that each is capable of change and growth, and deserves to be offered experiences that support and stimulate personal growth and dignity
- programs sponsored by Access Community Services will reflect a positive image of our clients
- programming reflects leadership in the principles of Normalization and Integration
- all involved with Access Community Services are open to new concepts and techniques as they are developed

This Code of Conduct offers an additional guideline for staff and volunteers (in conjunction with the job description and stated policies of Access Community Services) to further foster the dignity of individuals and implement the principles of Normalization and Integration.

1. CONFIDENTIALITY:

Staff members and volunteers will respect the confidentiality of their relationship with the clients and will not discuss the affairs of any client with other staff members and volunteers (unless in the context of their job responsibility), or

with those outside the organization (except those persons directly concerned with the client, including agency workers, family, medical personnel, employers or testing personnel), or with other clients.

2. PERSONAL EXAMPLE:

Staff members and volunteers must attempt at all times to be a suitable role model of the behaviour we seek to promote. This includes problem solving skills, personal conduct, authority attitudes, nutrition and self-care, acceptance of responsibility, work attitudes, anger control, respect toward all others, and the development and maintenance of personal relationships.

a) Language: Staff members and volunteers are expected to model appropriate conduct in their language and manners.

d) Authority Attitudes: Staff members and volunteers in all their association with clients must respect them as individuals taking into account their limitations and degrees and complications of their handicaps.

3. STAFF RELATIONS:

Staff will not dispute, question or defame in a confrontational manner another staff member or volunteer. Since it is essential that the staff and volunteers be mutually supportive in carrying out their responsibilities, all issues of conflict or concern (including the interpretation of policy issues) must be resolved privately.