

| | |
|---------------------------------|---|
| West Neighbourhood House | |
| Policy Title: | Code of Conduct |
| Approved by: | West Neighbourhood House Board of Directors |
| Approval date: | February 2006 |
| Revision dates: | March 2012 / November 2013 / March 2018 / February 2024 / |

Policy Statement

West Neighbourhood House is committed to creating and maintaining an environment that supports and fosters positive interpersonal relationships that are appropriate to the workplace. Respectful and ethical treatment of all staff, volunteers, participants, students and community members is paramount at West Neighbourhood House.

West Neighbourhood House shall maintain a Code of Conduct to guide staff, student, and volunteer behaviour in their relations with other staff, volunteers, program participants, students and community members.

The Code of Conduct shall set out West Neighbourhood House’s expectations with regard to standards for interpersonal relationships and general conduct. This shall include but not be limited to consideration of the following policies: [Acceptance of Gifts](#), [Confidentiality](#), [Conflict of Interest](#), [Health and Safety](#), [Psychological Safety](#), [Respectful Workplace](#), [Workplace Violence](#), and [Workplace Harassment](#).

Breaches of this policy will be taken seriously and may lead to disciplinary action, up to and including termination of employment.

Applicability

- All Staff
- Volunteers
- Students

General Principles

Confidentiality

As outlined in the West Neighbourhood House Confidentiality Policy, staff may obtain or have access to confidential personal or business information. Such information must be treated as confidential information and may only be shared with individuals who have a need to know within the organization. Staff must keep confidential information secure at all times and ensure authorization is received prior to the release of such information to another agency or body. Please refer to the [Confidentiality Policy](#) for further details.

Conflict of Interest

Staff, students and volunteers of West Neighbourhood House are required to declare any actual, potential or perceived conflicts of interest and abide by the Conflict of Interest Policy. In particular, they may not seek to receive or give any benefit, advantage, gain or privilege for themselves, any business in which they have an interest, or for any family members or businesses in which they have an interest. They are not permitted to use the information they obtain, their position, or the advice they give to advance the interests of themselves or family members. Should staff, students or volunteers become aware of a conflict of interest they must immediately declare it to their supervisor. Please refer to the [Conflict of Interest Policy](#) for further details.

Compliance with Law

Individuals covered in this policy need to be aware of and comply with the laws and regulations that affect their daily activities and interactions at West Neighbourhood House.

Gifts and/or Donations

While it is recognized that some program participants, community members, and contractors may wish to show their appreciation, staff, students and volunteers are not permitted to accept personal gifts and/or donations. Gifts and/or donations may only be accepted on behalf of West Neighbourhood House. Please refer to the [Acceptance of Gifts Policy](#) and/or the [Donations Policy](#) for further details.

Interpersonal Interactions

West Neighbourhood House strives to foster and maintain an environment that is ethical, equitable and inclusive. Staff, volunteers, students, participants and community members are to be treated in a fair and equitable manner, with dignity and respect.

Because of the nature of services provided by West Neighbourhood House, there exists an inherent power imbalance between staff, students and volunteers and program participants. This power imbalance has the potential to lead to situations of preferential treatment and/or abuse, real or perceived. **For this reason, the highest standards of judgment and care must be maintained while interacting with others.** These standards include but are not limited to the following guidelines:

- Disrespectful conduct against fellow staff, students, volunteers, program participants, community members, partner organizations or contracted businesses as outlined in the Respectful Workplace, Workplace Violence, and Workplace Harassment policies is not acceptable under any circumstances.
- Staff should not develop close personal or sexual relationships with program participants, volunteers, or students of West Neighbourhood House.
- Volunteers and students should not develop close personal or sexual relationships with program participants of West Neighbourhood House.
- Staff must never borrow or lend their own money to West Neighbourhood House program participants, volunteers, or students.
- Volunteers and students must never borrow or lend their own money to West Neighbourhood House participants.

- Staff must not enter into business relationships with program participants, volunteers, or students. This includes but is not limited to agreeing to provide services to West Neighbourhood House program participants, volunteers or students outside of their role as a West Neighbourhood House staff member.
- Volunteers and students must not enter into business relationships with program participants. As above, this includes but is not limited to agreeing to provide services to West Neighbourhood House program participants outside of their role as a volunteer or student.
- Staff may have business relationships or take part in financial transactions (e.g. personal fundraising) with other staff provided that these activities do not conflict with other West Neighbourhood House policies, with their core responsibilities as a staff member of West Neighbourhood House, and that it does not require the use of West Neighbourhood House resources.
- All staff, students and volunteers are expected to treat each other with respect. Staff, students and volunteers must not engage in conversations or actions which seek (directly or indirectly) to undermine or demean another person or their work.
- All forms of communication must be appropriate and respectful in content and tone.
- A staff, student or volunteer who has a concern with another staff, student or volunteer is encouraged to discuss those concerns directly and constructively with the person involved. Failing resolution of the concern, a supervisor should be involved to assist in reaching a resolution, which could involve the supervisor mediating a resolution.
- Concerns about another staff, student or volunteer's inappropriate behaviour should be addressed directly, or taken to a supervisor in a timely way.
- Staff must not engage in a romantic or sexual relationship with another staff who is within their scope of supervision.
- In the event a relationship emerges between staff (who do not have a supervisory relationship) workplace implications should be discussed with their supervisor(s).

Please refer to [Respectful Workplace, Workplace Violence, and Workplace Harassment Policies](#) for further details.

Incident Reporting

To ensure the health and safety of all staff, volunteers, program participants, students, and community members, it is crucial that all dangerous and emergency situations which may cause physical harm or property damage are reported. Staff are to report the situation to their supervisor as soon as possible and to complete an Occurrence Report Form in a timely manner. Failure to report dangerous or emergency situations is a serious matter and may result in disciplinary action. Please refer to the [Health and Safety Policy](#) for further details.

Dress

Staff, students, and volunteers are expected to dress suitably for their position, work environment, the requirements of the job, and health and safety requirements. It is expected that staff, students, and volunteers project a professional image and are positive role models at all times.

Unacceptable Behaviours

During the course of employment, volunteering, or student placement at West Neighbourhood House, there are a number of behaviours that are unacceptable under any circumstances.

These behaviours include but are not limited to:

- Physical, sexual and/or verbal abuse or acts of discrimination against fellow staff, volunteers, participants, students or community members.
- Consuming alcohol, cannabis or illegal substances while on the premises at West Neighbourhood House, or reporting to work under the influence of alcohol, cannabis or illegal substances. Consuming alcohol at a social event sponsored by West Neighbourhood House is exempt.
- Fraud, misrepresentation of information, and/or falsification/negligent or wilful destruction of West Neighbourhood House records, reports or audio/visual materials.
- Wilful waste, destruction or theft of West Neighbourhood House or personal property, equipment or supplies.

The guidelines in this policy outline West Neighbourhood House's expectations of appropriate behaviour. Please speak to your supervisor if you have any questions or concerns about specific issues related to this policy.

Acknowledgement of Policy

I acknowledge that I have received and read the Code of Conduct Policy and have had it explained to me.

I understand that it is my responsibility to abide by this policy and related policies of West Neighbourhood House as a condition of my employment.

Date: _____

Name of Employee/Volunteer/Student: _____

Signature: _____