



India Rainbow Community Services Of Peel

POLICY NUMBER: OPPA.9002

EFFECTIVE DATE: NOVEMBER 1, 2012

CODE OF ETHICAL CONDUCT

1 POLICY STATEMENT:

India Rainbow Community Services of Peel (IRCS) is committed to the highest ethical standards. IRCS employees, student placements and volunteers are expected to follow the Code of Ethical Conduct and to act with honesty, integrity and openness in all their dealings as representatives of the organization. This Code of Ethical Conduct reflects our commitment to the Mission, Values and Guiding Principles of IRCS.

2 PURPOSE:

The purpose of this policy is to provide guidelines for decision-making that reflects IRCS's mission, values and guiding principles. This code is intended to promote a high standard of ethical conduct for service delivery and business conduct by the organization's employees, student placements and volunteers.

3 SCOPE:

This policy applies to employees, student placements and volunteers in all departments within the organization.

4 PROCEDURE:

4.1 IRCS's employees, student placements and volunteers are required to deal honestly and fairly in a manner which fosters a climate of mutual respect with our funders, members, networking partners, clients, suppliers, vendors, consultants and other third parties including the communities in which we operate.

4.2 Business, Financial, Contractual Relationships and Marketing Practices

4.2.1 IRCS's employees, student placements and volunteers shall act in the best interests of the organization and its stakeholders, when promoting, marketing, or representing the organization. They are expected to adhere to ethical practices, and respect all confidentiality and privacy requirements.

4.2.2 IRCS's business and financial practices and contractual relationships shall be carried out in accordance with applicable legislation, requirements and standards. The organization shall be transparent in its financial and business transactions and contractual relationships, exercise integrity in financial practices and be accountable to its funding bodies and stakeholders. IRCS's financial practices shall comply with generally accepted Canadian accounting principles and practices.

4.2.3 IRCS and its employees, student placements and volunteers are prohibited from accepting or offering bribes, kickbacks and any other form of improper payment, direct or indirect to anyone.

4.2.4 IRCS's promotional, marketing and outreach practices shall be ethical, legal, and respectful and conducted with truth, fairness and responsibility to clients, the community and the public at large. The organization shall abide by all applicable laws,

regulations, standards and ethical practices. Practices such as coercion by means of guilt or obligation, or motivated by personal gain are prohibited.

- 4.2.5 IRCS invoices clients or third party payers in a fair and understandable manner only for services actually provided. IRCS shall provide assistance to clients or third party payers seeking to understand the costs relative to their care/service. IRCS shall strive to resolve issues and objections to the satisfaction of the client or third party payers while considering the organization's best interests.

4.3 Fundraising

- 4.3.1 All fundraising conducted by or on behalf of IRCS shall:

- Follow established procedures that ensure ethical, fiscally responsible practice.
- Be truthful, accurately describe our activities and the intended use of donated funds, and are carried out by volunteers or employees who identify themselves and disclose our name and the purpose for the request.

- 4.4 No personal fundraising (e.g. selling of chocolates for school programs etc.) shall be conducted on IRCS's premises or with IRCS's clients.

- 4.5 All employees, student placements and volunteers are required to abide by IRCS's Fundraising policy.

4.6 Media Relations

- 4.6.1 All employees, student placements and volunteers must exercise caution and discretion in making public comments or entering into public debate regarding any aspect of IRCS and are required to abide by IRCS's Communications and Media Release policy.

4.7 Excellence in Service Delivery

- 4.7.1 IRCS's clients and the community we serve shall be provided with the highest possible standard of service.

- 4.7.2 IRCS employees, student placements and volunteers shall be earnest in their efforts and thoughtful in their undertakings, always striving to find efficient and effective ways of conducting business and providing support.

- 4.7.3 IRCS shall ensure the delivery of efficient and effective programs and services to our clients and the community we serve. Service delivery shall be carried out in a respectful, responsive, professional and ethical manner.

- 4.7.4 All programs and services shall be developed and implemented in a manner that ensures that the clients are treated with respect, dignity and compassion. IRCS's employees, student placements and volunteers shall always be sensitive to the changing needs, expectations and rights of individuals and respect the legislative, funding, and policy requirements that apply to the organization.

4.8 Conflict of Interest

- 4.8.1 IRCS's employees, student placements and volunteers shall avoid creating or becoming involved in situations which give rise to a conflict of interest or which may be reasonably perceived as a conflict of interest. IRCS's employees, student placements and volunteers are required to abide by IRCS's Conflict of Interest policy.

4.9 Confidentiality

4.9.1 All employees, student placements and volunteers are required to abide by IRCS's Statement of Confidentiality.

4.10 Gifts, rewards or compensation

4.10.1 IRCS's employees, student placements and volunteers may not accept gifts, rewards or compensation from clients and/or their caregivers, vendors and/or suppliers of the organization.

4.10.2 With the exception of Thank you cards or small tokens of appreciation, money or other gifts offered should be firmly but kindly refused. If clients and/or their caregivers insist, and the gift is not extravagant and costly, it may only be accepted with the knowledge and approval of the Direct Supervisor.

4.10.3 IRCS's employees, student placements and volunteers are encouraged to suggest alternative ways for clients and/or their caregivers, vendors and/or suppliers to express their gratitude. Some examples include:

- Charitable donations directly to IRCS; with the donation assigned either to a specific program or a general donation to the organization.
- Writing a letter/card/email to express thanks or feelings; such documents shall be reviewed and copies placed in the employee, student placement or volunteer's personnel file.

4.10.4 Where it is impossible to decline gifts, rewards and other benefits that do not meet the principles set out above, or where it is believed that there is sufficient benefit to IRCS to allow their acceptance, employees, student placements and volunteers must discuss it with their Direct Supervisor, who will seek direction from the Executive Director.

4.11 Personal Property

4.11.1 To prevent breakage or loss, IRCS's employees, student placements and volunteers are strongly encouraged to not bring their personal property on to IRCS's work sites. Exceptions may occur with the Manager's permission. IRCS's employees, student placements and volunteers may not borrow or buy the personal property of clients and/or their caregivers, vendors and/or suppliers of the organization.

4.12 Professional Boundaries

4.12.1 Boundaries are the framework within which the staff/volunteer/student placement & client relationships occur. Boundaries make the relationship professional and safe for the client as well as for the staff/volunteer/student placement. They are a set of parameters within which services are delivered.

4.12.2 The role of every IRCS staff/volunteer/student placement is professional, very specific and quite distinct from that of, for example a friend, family member, or advocate.

4.12.3 IRCS staff/volunteers/student placements:

- Have a job/position description that outlines the expectations the organization has of them in respect of their role and responsibilities.
- Receive support and supervision associated with their role, and have supervising managers from whom they can seek advice/guidance on the boundaries of that role.
- Are expected to maintain high personal standards of professional conduct, avoiding any acts that may bring their profession or the organization into disrepute or which may diminish the trust or confidence of any of the organization's stakeholders.

- Must carry out their professional duties and obligations with integrity and objectivity and to recognize how personal values, opinions, experiences, limitations and biases can affect personal judgment.
- Maintain appropriate boundaries between personal and professional relationships at all times.

4.12.4 IRCS discourages relationships of a romantic or sexual nature between IRCS staff, volunteers and student placements as well as with those they serve. IRCS's staff/volunteers/student placements shall maintain respectful and professional relationship boundaries during the course of their services with the organization.

4.13 Witnessing of Documents

4.13.1 IRCS's employees, student placements and volunteers are not permitted to witness any documents on behalf of clients and/or their caregivers. Requests for witnessing of documents on behalf of clients and/or their caregivers must be forwarded to the Manager/Supervisor.

4.14 Professional Responsibilities & Competence

All employees, student placements and volunteers must maintain a reasonable standard of professional practice and as such shall:

4.14.1 Limit their work to their demonstrated areas of professional competence.

4.14.2 Remain up-to-date in their professional knowledge and practice, including maintaining membership in relevant regulatory bodies and other relevant professional associations as required.

4.14.3 Maintain a good knowledge of IRCS's policies, procedures, protocols, legislation, and issues affecting their work.

4.14.4 Ensure that their knowledge and skills are used to the greatest advantage in service delivery.

4.15 Protection of Assets

4.15.1 IRCS assets are to be used only for the benefit of the organization, legitimate business purposes or other purposes approved by management. IRCS's assets should never be used for illegal purposes.

4.15.2 All employees, student placements and volunteers have a duty and responsibility to protect the organization's assets and to ensure that they are used efficiently and exclusively for valid IRCS business and not for their personal benefit or for the personal benefit of any other party.

4.15.3 IRCS's assets can be both tangible (such as buildings, furniture, equipment, supplies, computer systems and funds) as well as intangible (such as intellectual property, work time, use of facilities and services).

4.15.4 IRCS shall strive to establish and maintain adequate systems, procedures and controls to prevent and detect waste, fraud, theft, abuse and any other form of wrongdoing in relation to any of the organization's assets.

4.15.5 Any suspected incidents of fraud or theft should be immediately reported to the Direct Supervisor and/or the Director – Finance & Corporate Services for investigation.

4.16 Human Resources

IRCS's human resources are a valuable resource and are key to ensuring quality services and programs to our clients and the community. In our pursuit of excellence in Human Resources, IRCS shall:

- 4.16.1 Ensure that its programs and services are delivered by a qualified multidisciplinary team dedicated to the principles of quality compassionate care.
- 4.16.2 Promote a human resources management approach based on best practices, IRCS's guiding principles and values, promotes quality improvement and uphold applicable legislations and regulations.
- 4.16.3 Provide a supportive environment which encourages individualized personal and professional growth for its employees, student placements and volunteers. Internal and external educational opportunities will be supported within financial parameters.
- 4.16.4 Support the learning goals and objectives of its employees, student placements and volunteers and encourage professional development and continuous learning.
- 4.16.5 Respect the rights of its employees, student placements and volunteers including but not limited to:
 - Right of privacy and confidentiality
 - Rights as defined by the Human Rights Code
 - Right to work in a safe environment free of harassment and abuse
- 4.16.6 Promote a safe and healthy work environment and encourage pride, satisfaction, responsibility, loyalty and good working relationships within the organization.
- 4.16.7 Respect and value the contribution and effort of individuals.
- 4.16.8 Ensure work time is a resource committed to service delivery and not diverted to personal pursuits.
- 4.16.9 Ensure that discipline, where necessary, is based on thorough investigation and fair and objective treatment of culpable employees.

4.17 Protection against Harassment and Discrimination

- 4.17.1 IRCS is committed to diversity and equity in the workplace. Every person has the right to be treated fairly, with decency and respect, and must treat others, including fellow employees, student placements, volunteers, clients, contractors, suppliers, IRCS stakeholders and the public in the same way.
- 4.17.2 Harassment or discrimination of any sort is prohibited. Complaints of harassment, abuse or discrimination will be investigated promptly and thoroughly and will be kept confidential to the extent possible. Retaliation for reporting alleged harassment or discrimination is also prohibited.

4.18 Safety in the workplace

- 4.18.1 The safety and security of all those present on IRCS's premises are of primary importance to the organization. Therefore, employees, student placements and volunteers are responsible for maintaining clean and orderly work facilities that are free from recognized hazards. They must also obey all safety statutes and regulations as well as the organization's safety policies, procedures, rules and guidelines.
- 4.18.2 Equipment must be operated in a safe manner, with all safety devices in place. Employees must wear personal protective equipment in areas where it is required. All

injuries, to any person, while on IRCS's premises, no matter how minor and all violations of health and safety policies, laws or regulations, must be reported.

4.19 Corporate Citizenship

4.19.1 Good corporate citizenship is the cornerstone of IRCS's mission, values and guiding principles. IRCS strives to be a good corporate citizen through:

- Practicing good governance and ethics
- The programs and services we offer our community and clients
- Educational workshops/sessions to community members
- Participating/memberships on community groups/networking agencies
- Encouraging, promoting and providing meaningful opportunities for volunteers within the organization and within the community
- Ensuring positive social impact and quality of life within the community

4.20 Ethical Code Violations

4.20.1 All employees, student placements, volunteers and stakeholders are required to immediately report violations of the Code or situations liable to constitute a violation of the Code.

4.20.2 Allegations of violations shall be made in writing, in a sealed envelope indicating "CONFIDENTIAL" to:

Attn: Executive Director

India Rainbow Community Services of Peel

3038 Hurontario St., Suite 206, Mississauga, ON, L5B 3B9

4.20.3 All reports of violations will be handled promptly and confidentially and dealt with in a fair and consistent manner.

4.20.4 Reporting violations of the Code shall have "no reprisal" to the person(s) reporting. Those reporting shall not be discriminated against or otherwise penalized for reporting in good faith any violations of the Code.

4.21 Education on Ethical Codes of Conduct

4.21.1 IRCS's employees, student placements and volunteers shall receive a copy of the Ethical Code of Conduct during their orientation process.

4.21.2 Annually, during the performance evaluation, the Ethical Code of Conduct shall be reviewed with all employees and volunteers.

4.21.3 This Code shall be posted online at www.indiarainbow.org.

5 RESPONSIBILITY:

5.1 It is the responsibility of all personnel within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.

5.2 The Direct Supervisor is responsible for ensuring that all personnel are properly oriented regarding this policy.

5.3 Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6 DEFINITIONS:

6.1 “**Stakeholder**” is defined as a person, group, or organization that has direct or indirect stake in the organization because it can affect or be affected by the organization's actions, objectives, and policies. For the purposes of this policy, stakeholders include the following: clients, funders, members, donors, employees, volunteers and student placements.

7 REFERENCES:

- 7.1 Confidentiality Policy # HRPO.9015
- 7.2 Statement of Confidentiality Form # HRFO.9004 & BGFO.9003
- 7.3 Conflict of Interest Policy # HRPO.9021 & BOPO.9002
- 7.4 Board Member's Code of Conduct Policy # BOPO.9005
- 7.5 Communications and Media Release Policy # OPPO.9007
- 7.6 Theft-Loss-Vandalism of Property Policy # OPPO.9006
- 7.7 Workplace Violence & Harassment Policy # HSPO.9004

Policy Approvals

Date	Approved by
April 21, 2016	Vinitha Miranda, Manager - Human Resources
April 21, 2016	Gurpreet S. Malhotra, Executive Director