



Kamloops and District Elizabeth Fry Society

#702 - 235 1st Ave, Kamloops, BC V2C 3J4 PH. 250-374-2119 - TF. 1-877-374-2119
www.kamloopsefry.com admin@kamloopsefry.com

"We envision a community founded on equality and justice."

Policies and Procedures			
Society	Kamloops & District Elizabeth Fry Society and Kamloops Elizabeth Fry Housing Society	Board Approved	March 16, 2005
Section	I-Introduction	Effective Date	March 16, 2004
Sub Section			
Subject	Code of Ethical Conduct	Revision Date	August 4, 2021

OBJECTIVE

The Society is committed to promoting the wellbeing of individuals, families and staff through ethical, respectful and professional practice. The Code of Ethics and Conduct outlines the fundamental values of the Society and how employees are required to conduct themselves in interactions with clients, colleagues, stakeholders and in the community.

POLICY

1. Recognizes the self-worth of each individual and demonstrates respect and professionalism in all interactions with others.
 - Acts with courtesy, integrity and in good faith.
 - Demonstrates respect in attitude and communication, including verbal and written communication, tone, mannerism and body language.
 - Does not behave or speak in a way that is disrespectful, degrading, intimidating, harassing or emotionally/psychologically damaging.
 - Does not act in a way that puts others in dangerous, physically harmful, exploitive or abusive situations.
2. Ensures communication, actions and services are inclusive to and non-discriminatory of all persons regardless of race, color, ethnicity, national origin, national ancestry, age, gender, sexual orientation, marital status, religion, level of abilities, medical condition, political belief, political affiliation or socio-economic status.
3. Actively participates in creating a healthy work environment.
 - Demonstrates cooperation and effective conflict management.
 - Does not engage in inappropriate discussions, including gossip.
 - Addresses toxic behaviours, words and attitudes witnessed of other staff directly with those involved and reports to supervisor if unresolved.
4. Recognizes and respects the individuality and dignity of all clients.



- Designs and/or carries out individualized programming.
 - Ensures that the person served maintains choices and decisions in their programming and goals.
 - Supports connection of person served with their family, care network and community.
 - Fosters persons served self-determination by supporting them in their independence and growth.
 - Demonstrates compassion and acts in the best interest of persons served.
5. Recognizes the professional responsibility to provide quality service to persons served.
- Ensures decisions and actions are based on expertise including knowledge of the individual and all related policies and procedures.
 - Seeks supervision, guidance and consultation from those with expertise when appropriate.
 - Works collaboratively with other community professionals and provides appropriate referral services when necessary.
 - Observes services/treatment of the person served prescribed or designed by other professionals and provides feedback on affect and progress.
6. Upholds the agency's Confidentiality Agreement.
- Respects the privacy of persons served and holds in confidence information obtained in the course of professional service, including the identity of persons served.
 - Ensures confidentiality in transmission of communication both written and in use of computers/technology including email, phone and fax.
7. Reports and advises appropriate authorities of situations or allegations that may include concerning incidents, abuse, neglect, harm and violence.
8. Accepts the responsibility to ensure that the client/employee relationship remains professional and ethical and that the person served understands the staff's role in their life.
- While services are being accessed and for a minimum of two (2) year's following end of service, all EFry staff do not engage in personal relationships or socialize outside of work time with persons served and their families/caregivers.
 - Does not:
 - Have persons served/families at their home or property.



- Disclose personal contact information to person served or self-disclose personal information.
 - Engage in sexual or intimate relationships with person served and/or their family members/caregivers.
 - Give or lend money, personal items (including cigarettes/cannabis) or give gifts to persons served.
 - Accept gifts of significant value (all gifts must be reported to the Executive Director for approval).
 - Elicit funds or conduct transactions relating to the purchase or sale of goods or services, including personal fundraising between the persons served and staff.
 - Drink alcohol or consume cannabis products with persons served.
9. Discloses any circumstances, relationship, affiliation or interest that conflicts, may potentially conflict, or may be perceived to conflict with their employment with EFry or their ability to be impartial.
- Reports prior and dual relationships with clients.
 - Proactively avoids and mitigates conflicts of interest in consultation with supervisor as necessary.
10. Ensures that all information and communication provided to persons served, community members, stakeholders and colleagues is professional and to the best of their knowledge truthful, accurate and reflects the integrity of the organization.
- Does not act or speak in a way that may damage, compromise or degrade the reputation of the agency.
 - Ensures that external communications whether print, verbal or with other mediums are pre-approved by the Executive Director or designate prior to delivery and/or distribution to the public.
11. Respects commitments made to the employer and demonstrates accountability.
- Reads and acts in accordance to policies, procedures and agreements.
 - Ensures accountability and responsibility for carrying out assigned tasks.
 - Ensures work done on paid time is for business purposes.
 - Ensures records of time worked are accurate and truthful.
12. Discloses criminal and funder investigations and charges, as well as, restrictions whether or not the charge relates to a worksite incident, a



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- fellow employee or their eligibility or qualifications for their workplace job or duties (ex: License suspension/restriction).
13. Does not personally profit in any way from the agency's business.
 14. Assumes responsibility for agency property available for their use and demonstrates a high degree of care and respect.

PROCEDURE

1. All employees will review The Code of Ethics and Conduct annually.
2. The Code of Ethics and Conduct will be reviewed annually by management.