



Management Program

Topic: CODE OF ETHICS POLICY	POLICY #:LS 1-04a
	SECTION: LEADERSHIP
	SUBJECT: CODE OF ETHICS

POLICY STATEMENT

COLLECTIVELY WE STRIVE TO

Perform our work duties and conduct our business relationships with integrity and in a straightforward, honest, and fair manner while demonstrating respect for human dignity. We will be responsive and sensitive to diversity among our clients and staff.

Help improve the awareness, the accessibility, and the quality of our services by advocating on behalf of our clients. We will seek guidance from our organization for those situations that could place the organization or clients/workers at risk.

Comply with laws that apply to us as well as with Interior Homecare Solutions policies and procedures.

Avoid conflicts of interest.

Foster a work environment based on mutual trust and respect and that encourages open communication.

Maintain a safe, healthy, and secure workplace. We will take steps to assess and minimize risk to clients, while being sensitive to their wishes. We will also take necessary measures to ensure the personal safety of employees and the safety concerns of both clients and employees will be reported and addressed in a supportive and non-threatening way.

We believe that everyone is entitled to an assessment. We will ensure that services are based on clients' needs, regardless of their income, age, gender, ethnicity, or race, physical or mental ability, and any other factors such as diverse behaviors or lifestyle.

We will use a holistic approach to clients' health care needs by acknowledging all things important to them in their community.

We believe that most individuals have the ability and the right to make decisions about their health. We will assist clients to make care plans and life choices in keeping with the client's values, beliefs, and health care goals. We will ensure that clients are fully informed of their options and have all the information they need to make informed decisions about their health. Following due process, if the client is determined to be incapable of making healthcare decisions, we will take directions from the client's legal substitute.



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We recognize there may be a competitive element in our working relationships; however, we agree to respect one another's roles and to work together in the spirit of collaboration to maximize the effectiveness of client services.

Support a culture in which ethical conduct is recognized, valued, and exemplified.

Promptly report issues relating to the Code of Ethical Conduct and potential violations, non-compliance with applicable laws, regulations or Interior Homecare Solutions policies or procedures and any other emergencies

We, as Management and Employees of Interior Home Care Solutions, are committed to being an integral part of the communities we serve. We are responsible for acting professionally and in a person-centered manner while upholding the honour and dignity of our clients. We will practise in an ethically directed manner.

The Code of Ethical Conduct explains the standards of behaviour that Interior Homecare Solutions expects of its personnel in their daily activities. It reinforces the commitment of Interior Homecare Solutions to its core values (we aim higher, we do great work together, we really care, and we make it happen), and how to create and sustain a working environment in which people are respected.

Definitions

"Code of Ethics": Is a written list of expectations given to IHCS's staff to help them act in trying to achieve its mission statement.

Staff or Employee: Is a worker paid by IHCS. This could be a union member, non-union staff or management.

Financial: Means money and the things that are worth money.

POLICY



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Employees, and Management of IHCS must follow the Code of Ethics. Employees sign the Code of Ethics form giving their word to follow the Code of Ethics. This paper is signed manually upon hire confirming their commitment to uphold the policy and reviewed on an annual basis at their performance review. The original document will remain in the employee's file.

Compliance with Laws, Regulations and Company Policies:

All personnel subject to this policy are expected to be aware of and comply with all applicable laws, regulations, professional colleges, or regulatory body (if applicable) and Interior Homecare Solutions policies and procedures. If you are unsure of how this specifically applies to your responsibilities, speak with your supervisor/manager.

All personnel subject to this policy are responsible for:

- Understanding and applying the principles and terms of the Code of Ethical Conduct in your daily work interaction.
- Behaving in a way that is consistent with Interior Homecare Solutions Code of Ethical Conduct.
- Assuming ownership and accountability for your own actions and behaviours.
- Speaking to colleagues when their behaviour is inconsistent with the Code of Ethical Conduct – address issues identified directly with the person involved, in a confidential, positive, and professional manner.
- Avoiding discussion of workplace conduct, concerns and conflicts in front of others.
- Reporting inappropriate behaviours to your supervisor/manager/director.

Code of Ethics

The Code of Ethics starts with the following beliefs or ideas about how people involved with Interior HomeCare Solutions should act:

1. Show respect for yourself, your co-workers and persons getting supports.
2. Act in a spirit of compromise and agreement or reach a deal. Everyone will hear and respect the other person's point of view (outlook) and be open to helpful discussion. This can involve give and take or meeting halfway.
3. Be honest or truthful with everyone without being hurtful.



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4. Trust. Each of us will be non-judgmental (understanding) of issues. We will be helpful and able to respond to what people need.

As a staff, I will:

1. Carry out my duties with integrity and honour.
2. Treat others with respect, doing for and to others as I would have done for and to me in similar situations.
3. Be kind and considerate.
4. Speak to everyone in a friendly, positive, enthusiastic, courteous (with good manners) way and show a positive attitude.
5. Not use offensive language with people I support, co-workers or volunteers.
6. Read, refer and adhere to all Interior HomeCare Solutions policies and procedures.
7. Try my best to meet the needs of the persons we serve.
8. Encourage and educate the community to be accepting of all people and to be an active part of the community.
9. Give people the support they want and need.
10. Create and support a workplace that values loyalty, trust, respect, truthfulness and health and safety. Do what I can to keep that type of work environment in place.
11. Support a confidential workplace that is open and non-secretive, yet private when required.
12. Work as a team member and support my co-workers to do their best work.
13. Respect (value) the cultural beliefs of all.
14. Not act in way that is discriminatory which includes actions or omissions that distinguish between persons based on race, color, ancestry, place of origin, culture, political belief, religion, marital status, family status, physical or mental disability including: HIV or AIDS, sex or age, sexual orientation,



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language, socioeconomic status, or a criminal conviction charge that is unrelated to my interaction with that person.

15. Make sure the work of each person is respected (valued) and recognized.

16. Supports the decisions (choices) of the leadership team and use the conflict resolution policy and procedure to fix problems.

17. Be loyal to IHCS and avoid doing anything that might bring harm to the reputation of IHCS. Promote and protect the good reputation of Interior HomeCare Solutions.

18. Be absent from work only when authorized and/or ill.

19. Be punctual and prepared for work.

20. Follow all laws and rules, reporting immediately to my supervisor any Criminal Investigations or Charges that I am involved with.

21. Look after IHCS property and use it carefully, adhering to the Waste, Fraud and Corruption Policy.

22. Make every effort for personal and professional growth to improve how I do my work.

23. Carefully think about the public view of my personal and professional actions and the possible effect my actions may have on IHCS's reputation in my community and with the people we support and their families and/or support networks.

24. Do my best to see that IHCS is operated in a manner that supports the Mission and Values of IHCS.

25. Do nothing that could help me personally at the expense of IHCS, avoiding even the appearance (look) of a conflict of interest. This includes:

- accepting gifts, money, or loans from individuals we support and/or their families,
- entering into contractual relationships which could be perceived as a conflict of interest,
- selling or lending my personal property to individuals supported and/or their families,
- fund raising for personal causes,
- or witnessing legal or financial documents of individuals.



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As an employee of IHCS, specifically with people who get supports from IHCS, I will:

1. Treat individuals with courtesy (good manners), dignity (sense of worth) and respect. See the person and their abilities.
2. Talk to people IHCS supports respectfully using the same tone and language as I would with fellow co-workers and leadership staff. I will not use language that is patronizing or inappropriate.
3. Make sure people have as much control over what is happening in their lives as possible.
4. Support people to use their skills to choose and offer many things to choose from. Giving important information and education helps make informed choices.
5. Encourage and support self-advocacy.
6. Encourage self-respect, confidence, and an understanding of human rights.
7. Ask for the input (opinions) of each person served. Act on the input.
8. Always respect (value) the legal rights of persons receiving services.
9. Respect a person's right to privacy and confidentiality. Be aware of surroundings when discussing individual's personal information and speak of changes in private.
10. Be aware of and change the barriers (difficulties or challenges) to accessibility that are in the agency. Barriers can be getting into and using the buildings, attitudes that are not accepting and information that people cannot understand.
11. Keep informed and adhere to of the needs and support requirements of the people IHCS serves.
12. Treat the individual's support network and or family with respect and value the input they provide.

Financial Practices, I will:

Make sure all financial matters:

1. Follow federal, provincial, and local laws.



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2. Follow commonly accepted, sound accounting practices.
3. Follow IHCS's financial management policies, and procedures.
4. Claim reimbursement only for business related, approved expenses.

Advertising and Promoting Activities, I will:

Make sure advertising:

1. Always respects the dignity, rights, and privacy of those receiving and providing services.
2. Will never give the wrong impression about Interior HomeCare Solutions.
3. Will uphold the integrity (truth) of Interior HomeCare Solutions so as to earn the continued support and trust of the public.
4. Adhere to IHCS's Media policy and procedure.

With Community Members, I will make sure:

1. Community members (e.g. citizens, businesses, other agencies) are treated with respect and dignity.
2. When community members ask for general information it is given as soon as possible.
3. Concerns or complaints from the community are investigated.
4. Opinions from the community are asked for and the information received is used respectfully in improving services.

Breaking (doing something that goes against) the Code of Ethics

Any employee, who does something that goes against the Code of Ethics will be counselled or disciplined.



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Retaliation (payback) against anyone reporting (telling) something that goes against the Code of Ethics is not allowed. Anyone taking retaliation on someone will face discipline up to and possibly including termination.