



Extend-A-Family Waterloo Region (EAFWR) STANDARD OF CONDUCT FOR EAFWR EMPLOYEES, PROVIDERS AND VOLUNTEERS

Preamble:

Extend-A-Family Waterloo Region (EAFWR) has a mandate to serve individuals and families in the provision of services and other supports. Individuals/families served by EAFWR will be referred to as “individuals being served”.

EAFWR is committed to recruiting employees and volunteers who have demonstrated a high standard of conduct in their work. At the same time, EAFWR has an obligation to provide supervision, training, supports, and a safe and equitable working environment for all staff, providers and volunteers.

Breach of any of these standards may result in disciplinary action as outlined in the *Progressive Discipline Policy*, up to and including dismissal.

Therefore, EAFWR employees, providers, and volunteers shall:

Section A:

1. Come to work as scheduled and be on time.
2. Leave the place of work (during work hours) only with proper notification and permission.
3. Use the time granted for leaves of absences in accordance with EAFWR *Personnel Policy*.
4. Ensure that you are aware of and follow EAFWR’s policies, procedures and guidelines with annual review of specific policies during supervision.

Section B:

5. Use the internet, computer and email systems in an efficient, effective and ethical manner as set out in the *Internet Policies*.
6. Treat equipment and property belonging to EAFWR and/or individuals being served with respect, asking permission and using any designated processes to borrow or use. Any destruction or damage of property will be acknowledged promptly with steps being taken to repair or replace it, if required.
7. Follow the job description/goals as outlined. If changes are required, consultation/notification will be sought with the individuals being served and the respective supervisor.
8. Use only those interventions/therapies which have the consent and knowledge of the individuals being served and the EAFWR supervisor.

9. Do your best work in order to meet the goals of individuals being served and ensure that they receive the agreed upon level of support, while reflecting positively on the reputation/credibility of other employees and EAFWR. Represent EAFWR at all times positively in the community and interactively with others.
10. Report any observations of abuse immediately to your EAFWR supervisor, as set out in the *Policy and Procedure Regarding Abuse and Neglect*. This includes physical, financial, sexual or verbal abuse, and/or willful neglect of individuals being served.
11. Observe the rules of confidentiality as set out in the *Confidentiality/Privacy Policy*.
12. Follow the direction of your EAFWR supervisor(s), keeping in mind that although you may not agree with your supervisor, and you are within your rights to voice this, there is an expectation that their direction will be followed except in instances of unlawful direction or if exercising your right to refuse unsafe work under the *Occupational Health and Safety Act (1990)*. If you believe that your supervisor is in violation of EAFWR policies, please follow *Conflict, Feedback & Complaints Policy*.
13. Ensure awareness of and follow the *Workplace Harassment, Violence and Oppression Prevention policy*.
14. Treat individuals being served and colleagues with respect. Work in a manner that is equitable and inclusive of gender, gender identity, age, sexual orientation, level of ability, ethnicity, race, and religious affiliation, socio-economic status, length or terms of employment, or other demographic qualities.
15. Submit in a timely manner, true and accurate records of hours worked and expenses incurred, ensuring that the submissions are verified by all necessary parties.
16. Make yourself aware of and be sensitive to allergies and take appropriate action to ensure the health and safety of the employees/providers/volunteers of EAFWR and of the individuals being served.
17. Refrain from smoking/vaping on EAFWR property, outside of designated smoking areas. Refrain from smoking/vaping in the presence of the individual being served. This is understood to include transportation in vehicles, a residence, or any other confined space, or in any capacity that could endanger the individual.

Section C:

The following may constitute grounds for immediate dismissal.

18. Engaging in hate speech or oppressive dialogue/conduct. Oppressive dialogue/conduct is understood to be abusive or threatening speech or writing that expresses prejudice or promotes hate against a particular group, especially on the basis of protected grounds listed in the Canadian Human Rights Act (1985).

19. Engaging in any form of intimidation or bullying of other employees, volunteers, providers, and/or individuals being served.
20. Any sexual, physical, emotional, financial or verbal abuse and/or willful neglect of an individual being served or an employee, provider, or volunteer.
21. Any consumption of and/or being impaired under the influence of alcohol or marijuana, and/or illicit drugs during your work time.
22. The carrying of any firearm or any type of illegal weapon.

If for any reason you feel that you cannot fulfill any part of the code, you are encouraged to seek consultation with your direct supervisor, manager, or member of the Anti-Oppression Steering Committee (AOSC).

Name (Print)

Signature

Date

Approved by Board November 25, 2002
Revised & Approved by Board February 23, 2009
Revised October 2017
Reviewed May 2020
Revised March 2021