

## CODE OF CONDUCT

### **Preamble**

Employees, volunteers and sub-contractors will at all times carry out their work with integrity, honesty, and professionalism. Any wrongdoing in the form of abuse, fraud, waste, or other actions that violate the Code of Conduct will not be tolerated.

The safety and well-being of individuals in Spectrum's services is paramount and takes precedence over all other considerations.

### **Policy**

- (a) Employees, volunteers and sub-contractors will be required to sign a Code of Conduct upon being hired. See below.
- (b) Employees, volunteers and sub-contractors have a duty to adhere to Spectrum's Code of Conduct and to report any breaches of the Code of Conduct to their supervisor.
- (c) Any violation or alleged violation of the Code of Conduct will be investigated and may result in disciplinary action up to and including dismissal.
- (d) Retaliation against any person reporting a breach of Spectrum's Code of Conduct is strictly prohibited.

### **Code of conduct for employees, volunteers and sub-contractors of Spectrum Society**

- (a) Understand and respect the legal rights of persons receiving services
- (b) Treat all people with respect and dignity
- (c) Accept and promote the input of persons receiving services
- (d) Accept and promote the involvement of families and friends of persons receiving services
- (e) Promote community inclusion and participation
- (f) Contribute to a work environment that is friendly, positive and productive
- (g) Support the decisions of management and utilize the conflict resolution policy to resolve issues
- (h) Uphold all applicable laws and regulations
- (i) Be a responsible steward of Spectrum's resources

- (j) Strive for personal and professional growth
- (k) Avoid real or perceived conflicts of interest by not taking advantage of a position of trust for personal gain
- (l) Carry out all duties and responsibilities in accordance with the Society's mission, policies and procedures

### **Management Personnel**

Management personnel are entrusted with the responsibility not only to enforce the Code of Conduct within their team, but also to exemplify these qualities as leaders and representatives of the Society.

- (a) Violations or alleged violations of the Code of Conduct by management personnel should be reported in writing to the appropriate supervisor or to H/R.
- (b) Violations or alleged violations of the Code of Conduct by a Director or a member of Spectrum's Board of Directors should be reported in writing to the Board President.
- (c) All reports of violations or alleged violations of the Code of Conduct by management personnel will be investigated and responded to, in writing, within two weeks.

### **Confidentiality**

- (a) Employees, volunteers and sub-contractors will at all times respect individuals' rights with regard to confidentiality and privacy. However, they may at times be required to share information with professionals or members of the public. In such instances, information is to be communicated on a "need to know" basis, in a manner which is positive and respectful of the individual, and in accordance with the Society's privacy policy.
- (b) Personal information on individuals receiving service will be treated as confidential unless authorized by the person for release. This includes posting of personal information or photographs on social media (facebook, twitter, youtube etc).
- (c) All written documentation on individuals receiving services shall be kept in the Society's office at 3231 Kingsway, or on the person's secure Sharevision site, or in the person's residence, and shall not be released unless authorized by the person. All requests for release of personal information should be directed to the Privacy Officer and will abide by the guidelines set forth in the Privacy Policy.
- (d) Information regarding Spectrum personnel and financial matters will be treated as confidential. Personnel and financial records will remain at the Society's office at 3231 Kingsway and will not be released without the consent of the Executive Director.

- (e) Upon termination of employment or termination of the volunteer or sub-contractor relationship, all documentation pertaining to the individuals served or to the program will be returned to the Supervisor.

### **Corporate Responsibility**

- (a) All of Spectrum's activities and operations will be carried out in accordance with applicable federal, provincial and local laws. This includes all business, financial, marketing, service delivery, professional, and human resources matters.
- (b) The Society will fulfill all of the requirements necessary to maintain its charitable organization and non-profit status.
- (c) The Society will respect and be sensitive to individual differences and will not discriminate on the basis of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, disability, or language.
- (d) All financial matters will be conducted within the standards of commonly accepted, sound financial management practices.
- (e) Marketing activities and external communications, including social media, will respect the dignity and privacy rights of individuals receiving services, and will uphold the integrity of Spectrum Society so as to merit the continued support and trust of the public and our constituents. For more information, please refer to the Communications policy.
- (f) Any contracted services will be provided under written agreement and monitored to ensure conformance with applicable regulations and Spectrum's policies and procedures.
- (g) The Society will utilize only ethical means to achieve its goals.
- (h) Information regarding Spectrum's services will be made available to our constituents and to the general public. The Society will respond to any requests for information in a timely manner.

### **Employee Conduct**

Spectrum personnel (employees, volunteers and sub-contractors) are expected to conduct themselves in a professional manner that promotes the dignity of persons served and protects the interests of the Society at all times.

#### Conflicts of interest

Being in a position of trust with individuals and families means that our actions must be beyond reproach. Any conflicts of interest, or even the perception of a conflict, must be addressed promptly, to preserve the integrity of our stakeholder relationships and Spectrum's reputation. Spectrum personnel will consult with their supervisor before engaging in any activity that may pose a conflict of interest. Examples of potential conflicts include but are not limited to:

- ) Having a vested interest in a business that provides materials or services to Spectrum;
- ) Using Spectrum materials or equipment for personal use or for an external business;
- ) Making use of a position with Spectrum to solicit services or materials for personal gain;
- ) Borrowing money or personal belongings from persons served, or accepting gifts (unless they are very modest in value);
- ) Engaging in personal fundraising at work, including soliciting donations or selling products for external fundraising purposes;
- ) Accepting payment for services to individuals or families served by Spectrum, outside of the employment or contractor relationship.

See also Personnel Policy #34: Personal Relationships.

#### Witnessing of documents

Spectrum personnel are not permitted to witness legal documents for an individual or family, unless approved to do so by the Executive Director. Individuals and families will be referred to appropriate legal services or encouraged to have someone from their personal network act as a witness when signing legal documents.

#### Employee conduct while at Society functions

When employees are off duty and attending a Society function or visiting a home or work site, they are expected to behave in a manner appropriate to the circumstances and consistent with the Code of Conduct.

#### Personal Property

Employees should be aware of the potential risk to personal property while supporting persons served by the Society, and should consider leaving valuable items such as jewellery, expensive clothing and electronics at home.

Where an employee's personal property, utilized in the performance of his/her duties, is damaged by a person served or suffers extraordinary wear and tear while the employee is carrying out his/her duties, and the damages are not covered by WorkSafe BC or insurance, the Society may reimburse the employee for the necessary repairs or replacement. This would be determined on an individual basis.

#### Dress and decorum

Employees are expected to exercise good judgement in determining what is appropriate wearing apparel for the settings in which they are working. Likewise, it is expected that employees will maintain good grooming habits.

Employees involved in food processing must abide by the regulations set down by the Provincial Ministry of Health.

Employees are advised to wear fitted, closed-toed footwear to work. Loose-fitting or open-toed shoes may not provide adequate support and could pose a risk to the employee.

## Bullying and harassment

The WorkSafe BC definition of bullying and harassment:

- (a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

Bullying and harassment can include words, gestures and/or actions which are intended to annoy, alarm or abuse another person; or in the case of sexual harassment, any conduct, comment, gesture or contact of a sexual nature that:

- (a) is likely to cause offence or humiliation to any person, or
- (b) conveys a reprisal or threat of reprisal, which might reasonably be perceived as placing a condition of a sexual nature on employment by a person in authority after such sexual solicitation, advance or inappropriate touching is rejected.

An employee who experiences or witnesses bullying and harassment has a duty to report it to the supervisor, following the steps outlined in the Complaints policy. If the supervisor is the source of the alleged bullying and harassment, then the employee should report it to Human Resources or to the Executive Director.

PRIVACY POLICY  
EFFECTIVE JANUARY 1, 2004

We are committed to protecting your personal information.

*What is personal information?*

Personal information is information that refers to an individual specifically and is recorded in any form. Personal information includes such things as age, income, date of birth, ethnicity, family contacts and medical records. It does not include information contained in public telephone directories, business directories, public registries, court records, or other publicly available printed and electronic publications.

(a) We are accountable to you.

Spectrum is responsible for all personal information under its control.

(b) We let you know why we collect your personal information.

Spectrum will identify the purpose for which your personal information is collected. Normally this will be done at the time the information is actually being collected.

Types of personal information collected by Spectrum include, but are not limited to:

i) *Application and Employment Information*

Spectrum maintains personnel files on all its employees, sub-contractors and volunteers. Examples of some of the information your file might contain include the following:

- resume and/or application
- letters of offer and acceptance of employment, including conditions of employment, caregiver or volunteer contract
- payroll information, including social insurance number, banking information, RRSP information, etc.
- wage and benefit information
- forms relating to the application and processing of employee and dependant benefits
- emergency contact information

This information is required to ensure you are properly identified as an employee, volunteer or sub-contractor of Spectrum, that you are on the payroll and/or that you are able to receive certain employment benefits. Emergency contact information is required in case we need to notify someone of your involvement in an emergency situation while at work.

ii) *Performance information*

Personnel will be periodically evaluated, and changes to their employment status may occur, such as promotion or transfer. Performance information is collected and maintained so that Spectrum can properly evaluate your performance, determine appropriate levels of compensation, and make decisions about your future as an employee, volunteer or sub-contractor.

Examples of performance information that may be added to your file during the course of your employment include:

- copies of performance appraisals
- record of staff training, professional development and mandatory policy sign-off sheets
- internal communications regarding performance
- record of absences from work, including supporting documents such as doctor's notes

iii) *Photographs and videotape*

Photographs and video recordings will be taken of individuals and personnel in the course of their daily activities and during special events, for use in newsletters, manuals, uploading to Spectrum's online photo albums, and for other communications related purposes of the agency. We take care to ensure that pictures are tasteful and convey a positive image of individuals and their staff. If you do not wish to have your picture taken and used for these purposes, please contact the Privacy Officer.

(c) We obtain your consent to collect, use or disclose your personal information.

Spectrum will obtain your consent to collect and use your personal information. We will not disclose your personal information to any outside party without your consent, unless we are required by law to do so. Note that personal health information may be collected and disclosed without consent if required to comply with provincial workers' compensation legislation.

(d) We limit collection of your personal information.

For applicants, employees, volunteers and sub-contractors, Spectrum collects only the personal information required to ensure an effective employment or sub-contracting relationship. For donors, Spectrum collects only the personal information required to process donations and to maintain communication with donors.

(e) We limit the use, disclosure and retention of your personal information.

Spectrum uses or discloses your personal information only for the purpose for which it was collected, unless you consent to a new use, or the use or disclosure is authorized by privacy legislation (eg. verification of information to be provided to banks or other financial institutions, landlords, garnishee of wages, court orders, etc.).

Employee personal health information is shared between Human Resources and third-party providers for the purposes of processing claims or facilitating an employee's return to work. Program Managers who receive personal health information from an employee directly are required to forward such information to Human Resources, for the purposes noted above.

Spectrum retains employee personal information only as long as it is required to ensure an effective employment relationship or as required by federal and provincial laws (eg. payroll and compensation data must be maintained for up to 7 years after the last date of employment).

(f) We keep your personal information up to date and accurate.

Spectrum is committed to maintaining the accuracy of your personal information. We will correct or amend any personal information found to be inaccurate or incomplete.

Personnel are responsible for advising Human Resources of any changes to their personal information, eg. change of address, telephone number, marital status or other lifestyle change that may affect benefit status, etc.

(g) Security of personal information.

We have security processes and procedures in place to keep your personal information safe, including:

- physical safety measures such as restricted access and locked filing cabinets;
- electronic security measures for computerized personal information such as password protection;
- organizational processes such as limiting access to your personal information to a selected group of individuals on a “need to know” basis.

Personnel files are securely maintained in the Human Resources department. Program Managers may keep copies of current employee information in secure files for working reference.

(h) We are open about our privacy and security policy.

Information about our policies and practices relating to personal privacy will be made available to you. This policy is available at all times on our website, [www.spectrumsociety.org](http://www.spectrumsociety.org), or on request.

(i) We provide access to your personal information stored by Spectrum.

You can request access to your personal information stored by Spectrum. Requests should be made in writing and directed to Spectrum’s Privacy Officer (see below). Upon receiving such a request, Spectrum will:

- inform you about what type of personal information we have on record or in our control, how it is used and to whom it may have been disclosed;
- provide you with access to your information so you can review and verify the accuracy and completeness and request changes to the information, or provide you with reasons for not providing access (eg. the information contains references to other individuals or is subject to solicitor-client privilege);
- make any necessary updates to your personal information;
- note any disagreements in your personnel file and advise third parties where appropriate.

(j) We respond to your questions, concerns and complaints about privacy.

In order to ensure compliance, Spectrum has appointed a Privacy Officer to oversee all aspects of its privacy policy and practices. Spectrum will respond in a timely manner to your questions, concerns or requests about the privacy of your personal information and our privacy policies.

How to contact us:

Privacy Officer,  
Spectrum Society for Community Living  
3231 Kingsway, Vancouver B.C. V5R 5K3  
Phone: (604) 323-1433 Fax: (604) 321-4144



SPECTRUM SOCIETY FOR COMMUNITY LIVING

CODE OF CONDUCT and PRIVACY SIGNOFF FORM

Declaration by Employees, Volunteers and Sub-Contractors

I, \_\_\_\_\_ as an employee / volunteer / sub-contractor of Spectrum Society have read and agree to abide by the conditions set forth in the Code of Conduct and Privacy Policy. I understand that this declaration will be retained by Spectrum Society during my employment and for a period of 7 years thereafter. I understand and consent to the use of this acknowledgement for the purposes of monitoring compliance with workplace policies.

Print name:
Signature:
Dated:
Signed by Human Resources: