



The Fort St. John Association for Community Living supports individuals with developmental disabilities or complex needs achieve full and meaningful lives in our community.

Code of Ethics

The Fort St. John Association for Community Living (FSJACL) Code of Ethics is a set of standards that reflect our Vision, Mission, and Guiding Principles. These standards will assist you in demonstrating acceptable personal and professional behavior in carrying out the duties of governance, leadership, business practice, service delivery, and volunteerism.

Leadership

The Fort St. John Association for Community Living, its employees, and its board members will:

- * Provide leadership, planning, and strategic direction that reflects the mission, vision, and values of the agency.
- * Conduct business activities truthfully, accurately, and ethically in compliance with legal and accreditation requirements and in accordance with approved policies and procedures.

Business Practices

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Provide quality care at the highest level,
- * Deliver services that are responsible, appropriate, and cost effective,
- * Strive to be as competent, skilled, and informed as possible,
- * Be committed to approaching my work with integrity and conscientiousness, which means that I will always use my best judgement, be fair, impartial, and dedicated to these ethics any time my work might be involved or affected,
- * Be committed to the belief that everyone deserves to be a part of a community, family, a group of friends, and that communities are better and stronger when everyone lives together,
- * Be compassionate, creative, and flexible in service delivery,
- * Facilitate and encourage the sharing of ideas, suggestions, and information that will treat all opinions with respect and consideration,
- * Be committed to acting in a manner that reflects well upon the individuals I serve, the FSJACL, and the movement towards Community Living,
- * Make sure the health and safety of all people served, families, employees, volunteers, and other stakeholders are a priority in providing service,
- * Be vigilant to barriers that may exist and where these exist, leadership will consider corrective action,



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- * Respect the rights of all people served and their families,
- * Be committed to ensuring that the FSJACL property and assets are kept in good condition.

Service Delivery

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Be committed to ensuring the best interest of persons served as my first priority,
- * Demonstrate a genuine interest to all people served and dedication to their development and well-being,
- * Commit to helping persons served be as independent as they can be,
- * Commit to ensuring that required documentation is up to date and thorough,
- * Commit to providing the highest quality of service to the people who choose FSJACL services,
- * Commit to knowing about and understanding the needs of the people I am delivering services to,
- * Follow the individual's Care Plans, direction given by professionals or leadership and FSJACL Guiding Principles when delivering services to persons served,
- * Adhere to all FSJACL policies and procedures, CLBC policies and licensing regulations when delivering services to persons served,
- * Report any violations of this Code of Ethics or violations of the law or the FSJACL policies to the appropriate person.

Diversity and Inclusion

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Not discriminate against anyone based on gender, age, disability, race, colour, religion, national origin, marital status, sexual orientation, or any other legally protected status,
- * Act in ways that acknowledge both diversity and oppression and promote the reduction of systemic and institutional barriers to the well-being of all people served,
- * Treat all people served with dignity and respect being aware of cultural differences and promote dignity, empowerment, and inclusion,
- * Acknowledge that all people are unique and diverse and being sensitive to diverse cultural background is essential to excellent quality service and a strong knowledgeable team to provide that service.



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Professional Responsibilities and Boundaries

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Ensure that professional, personal, and occupational interests do not affect judgement, competence, or relationships with those served or with whom business is conducted,
- * Not impose personal beliefs or preferences on persons served, be that religious, cultural, or otherwise,
- * Maintain a professional attitude which upholds confidentiality toward all persons served, colleagues, and stakeholders,
- * Not engage in inappropriate/ personal conversations in front of persons served,
- * Not exploit the trust of the public or coworkers,
- * Make every effort to avoid relationships that could impair professional judgement,
- * Not permit fellow staff members to present themselves as competent or perform services beyond their training and/or level of experience,
- * Accurately represent their education, training, experience, and competencies as they relate to the profession,
- * Understand my role as a Support Worker and never attempt to diagnose, treat, or advise on issues outside the recognized bounds of my competence. Continually assess personal strengths, limitations, biases, and effectiveness,
- * Strive to become and remain proficient in professional practice and the performance of professional functions.

Treatment of Persons Served, Respect, Rights, and Integrity

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Persons served will be treated with respect, integrity, and dignity. Staff will treat all persons served with fairness, courtesy, and good faith.
- * Feedback and input is a right of all persons served and will always be accepted in a respectful manner,
- * Will be committed to assisting individuals to understand the information they are given.



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Privacy and Confidentiality

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Respect the privacy of all persons served and hold in confidence all information obtained in the course of delivering services,
- * Maintain confidentiality when storing and disposing of client records,
- * Ensure that persons served will be awarded autonomy, privacy, and confidentiality,
- * Never share and individual's medical information with others, except:
 - ▷ as required by law (i.e. disclosure of abuse);
 - ▷ to warn of clear and immediate danger to a person or persons;
 - ▷ when I am subpoenaed in a civil, criminal, or disciplinary action arising from the service, in which case I will disclose individual's confidences only to the extent required by the action;
 - ▷ if there is a consent of information signed by the individual concerned (or his/her legal representative), I will disclose information only according to the terms that consent;
 - ▷ if it is in the individual's best interest to disclose information obtained during the course of my duties i.e. - knowledge of a criminal act against/by the individual, I will advise the individual this information will be released to the authorities.

Human Resources

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Ensure that everyone is afforded equal employment, compensation, and advancement opportunities regardless of gender, age, disability, race, colour, religion, national origin, marital status, sexual orientation or any other protected class.
- * Be committed to creating a positive workplace by assisting employees in achieving their potential in a fair and equitable manner.
- * Recruit and retain qualified and competent employees.
- * Provide ongoing and appropriate education and development for employees to promote best practice based on current research.
- * Ensure that, upon termination, staff will maintain client and co-worker confidentiality and will hold as confidential any information obtained concerning the organization.



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- * Ensure when staff replace a colleague or is replaced, they will act with consideration for the interest, character, and reputation of the other colleague.
- * Ensure that if staff has the responsibility for employing and evaluating staff performance, they will do so in a responsible, fair, considerate and equitable manner.
- * Be expected to conform to the standards of our profession and exercise reasonable judgement and objectivity in the performance of their duties.
- * Ensure that employees will be provided opportunities for regular, timely and accurate feedback and recognition on the job performance including setting and evaluating measurable goals with the employees at the time of review.

Marketing

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Promote and market services, programs and the FSJACL as a whole in a way that is consistent and aligns with the mission, vision, and values of the agency.
- * Promote and market excellence and maintain competence in the delivery of our services and in our professions.
- * Market our services in a way that is open, honest, accurate, and truthful.
- * Not use information of the persons served to solicit for the purpose of fundraising, or marketing of new programs, without prior consent and authorization.

Contractual Relationships

- * Contractual relationships may be engaged in from time to time and when doing so contractors will abide by the entire Code of Ethics.
- * When appropriate, contractors will be solicited through a transparent process that reflects accountability and fair business practice.

Personal Fundraising and Exchange of Gifts, Money, and Gratuities

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Not use their position or affiliation with the FSJACL as an avenue to solicit fundraising for their own personal gain. Any fundraising will only be permitted if it is to the benefit of the society or program.



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- * Not engage in personal fundraising with persons served or their families.
- * Not accept gifts, money, or gratuities related to our work at the FSJACL except in situations to do so would be culturally insensitive. Small token gestures of appreciation are acceptable and when in doubt, we will check with a supervisor for guidance.

Personal Property

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Not engage in personal property transactions with persons served.
- * Be respectful of the personal property and belongings of all persons served.

Prohibition of Waste, Fraud, Abuse, and other Wrong Doings

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * FSJACL is committed to fiscal viability and responsibility. As such, that protection of assets is everyone's responsibility. It is expected that all employees, volunteers, or practicum students protect and safeguard all physical property, funds, proprietary information against loss, theft, misuse, or abuse.
- * Employees, board members, contractors, volunteers or practicum students are all responsible and accountable for the proper expenditure of FSJACL funds and for the proper use, care and maintenance of all agency property.
- * Employees, board members, contractors, volunteers or practicum students will not participate in any activity that violates policies on waste, fraud, and abuse, or we will allow any activity to be carried out by other persons and will follow appropriate actions and procedures should these be required.

Witnessing Documents

- * Employees, board members, contractors, volunteers, or practicum students shall not witness documents for persons served.

Advocacy Efforts and Corporate Citizenship

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:



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- * Advocacy for change in the best interest of all persons served and for the overall benefit of the agency.
- * Be committed to helping the people we serve to speak for themselves, and when needed, to support the views of people with developmental disabilities by speaking on their behalf.
- * Be diligent in our efforts to provide and promote advocacy efforts and corporate citizenship opportunities for all persons served.

Potential Conflicts of Interest

The Fort St. John Association for Community Living, its employees, board members, contractors, volunteers, and practicum students will:

- * Take all reasonable steps and precautions to avoid conflicts, or the appearance of conflicts, between private interests and their professional and official responsibilities and performance of their duties.
- * Follow the FSJACL conflict of interest guidelines.

Procedures to Deal with Allegations of Violation of the Code of Ethics

- * Employees, board members, contractors, volunteers or practicum students have a duty to report any violations of the Code of Ethics.
- * Any allegations of the violation of the Code of Ethics will be responded to based on the Ethical Code of Conduct Procedure located in the FSJACL Policy and Procedure Manual.

Compliance

- * Compliance with the FSJACL Code of Ethics is a condition of employment, volunteer, contractor, or practicum student relationship. Any real and confirmed violation of the Code of Ethics will result in disciplinary action, dismissal, and/or termination.

Employee Name _____ **Date** _____

Employee Signature _____