



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 Respite, Special Services at Home, FamilyHome, and other services. (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.

Breach of any of these standards may result in disciplinary action.

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 for the reason(s) it was granted.
4. Ensure that you are aware of and follow EAFWR's policies, procedures and guidelines.

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 EAFWR's and the individuals'/families' equipment and property with respect, asking permission and using any designated process, to borrow or use any of it. Any destruction 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/families and the employee's/provider's/volunteer's supervisor.
8. Use only those interventions/therapies which have the consent and knowledge of the families and the EAFWR supervisor.
9. Do your best work in order to meet the goals of individuals/families being served to reflect 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 willful neglect, physical, sexual or verbal abuse of another individual immediately to your EAFWR supervisor, as set out in the *Policy and Procedure Regarding Abuse and Neglect*.
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 EAFWR supervisor, there is an expectation that their direction will be followed
13. Ensure awareness of and follow the *Workplace Harassment, Violence and Oppression Prevention policy*.
14. Treat individuals/families being served and colleagues with respect. Work in a manner that is equitable and inclusive of gender, age, sexual orientation, disability, ethnicity, race and religious affiliation.
15. Submit in a timely manner, true and accurate records and time cards ensuring that the cards are verified by all necessary parties.
16. Ensure that the individual being served is not left alone unless as agreed to with the individual's family or guardian.
17. Make yourself aware of and be sensitive to allergies and take appropriate action to ensure the health and safety of the employees/volunteers of EAFWR and of the individuals it serves.
18. Refrain from smoking in the presence of the individual being served. This is understood to include transportation in vehicles, a residence, or any other confined space.

Section C:

The following, if not adhered to, may constitute grounds for immediate dismissal.

19. Any willful neglect, sexual, physical, emotional or verbal abuse of an Individual/family being served.
20. Any consumption of and/or being under the influence of alcohol and/or drugs during your work time.
21. The carrying of any firearm or any type of illegal weapon.

If for any reason, for example, ethical, moral or religious beliefs, you feel that you cannot fulfill any part of the code, you are encouraged to seek consultation with your direct supervisor, a member of the leadership team or a member of the Anti-Oppression Action Committee (AOAC).

Name (Print)

Signature

Date

Approved by Board November 25, 2002
Revised & Approved by Board February 23, 2009

Revised October 2017