

Purpose

Extend-A-Family Region (EAFWR) is committed to providing a safe, inclusive, and respectful environment for all individuals accessing our services. This Code of Conduct is designed to outline the expectations and principles that govern the behaviour of service users to ensure a positive and supportive experience for everyone involved.

Scope

This code of conduct applies to all individuals utilizing our services, including, but not limited to, individuals, families, caregivers, home sharers, and the public.

Statement

Before engaging with our services, we ask all participants to familiarize themselves with the following guidelines:

Rights and responsibilities

Rights of Service Users

Please refer to our policy on [Statement of Rights for Participants of Extend-A-Family Waterloo Region](#) .

Responsibilities of Service Users

In using our services, you are responsible for:

- Treating all staff, people supported, fellow parents, and visitors with dignity at all times.
- Respecting the differences in people, acknowledging and appreciating diverse ideas and opinions.
- Acknowledging and upholding the rights of others, fostering an environment of fairness and equality.
- Being mindful of the needs of others, cultivating an atmosphere of understanding and support.
- Using language that is free from profanity and inappropriate expressions, ensuring a positive and respectful discourse.

Expected Behaviour

Everyone is expected to behave in alignment with our organization's core values of Belonging, Community, Equity, and Relationships. This involves treating others with kindness and using respectful language, prioritizing peaceful conflict resolution, contributing to a positive online environment, embracing diversity, and engaging in conduct that is orderly, ethical, and decent.

Behaviours **NOT** tolerated at EAFWR, include but are not limited to:

- Threatening or harassing behaviour, whether verbal or physical.

- Bullying, including cyberbullying and written communication.
- Causing physical harm to another person.
- Causing emotional harm to another person.
- Using loud, offensive language, swearing, cursing, using profane/violent language, or displaying an escalated temper.
- Defamatory, offensive, or derogatory comments regarding EAFWR or any of the People Supported, Parents, Staff, Management, Board of Directors. These include posts on various social media sites.
- Discrimination against any person and/or group in accordance with Ontario Human Rights Code.
- Disorderly, unethical, or indecent conduct.

Complaints and Grievances

Service users are encouraged to communicate openly and honestly with staff as well as to report concerns or issues. If an issue remains unresolved, please refer to [the Feedback and Complaints Policy](#).

Code of Conduct Violations

In the event of any of the above behaviors, staff reserves the right to terminate a discussion or meeting if they feel threatened or unsafe. Follow-up actions by EAFWR management may involve contacting the appropriate authorities, including the Police Services, and exploring legal options. If deemed necessary, the individual responsible for the violation may be banned from entry to any EAFWR location, and withdrawal of service(s) can be considered.

Questions

Any questions or concerns relating to this policy can be directed to the Director of Human Resources or the Director of Services.

References

HR Policy Review Process

Feedback and Complaints Policy

Statement of Rights for Participants of Extend-A-Family Waterloo Region

Ontario Human Rights Code

Effective Date

22 / 02 / 2024

Review Date

01 / 04 / 2025

Approval

Approved by: Leadership Team and Executive Director

Approved on 22 / 05 / 2024