



CODE OF ETHICS

PURPOSE

Guidelines for professional standards such as those described in this Code of Ethics are implemented to assist Coworkers working in Ita Wegman Association programs to competently perform the functions and services they undertake on behalf of Companions, family members, advocates and community stakeholders supported by Ita Wegman Association. The Code of Ethics will not supersede or negate any contracted agreement currently signed with the Ita Wegman Association and will act as a guideline for all Coworkers to follow. In addition, every Coworker will be expected to sign off on reading, understanding, and committing to adhering to the Code of Ethics as part of completing their orientation.

POLICY

Based on our mission, philosophy and guiding principles, The Ita Wegman Association has adopted statements of ethics to be upheld by all Coworkers. *The Code of Ethics* is meant to clarify our mission, values and principles and link them with standards of professional conduct. *The Code of Ethics* is also a tool to promote the discussion of ethics and to improve how Coworkers deal with allegations, ethical dilemmas, prejudices and gray areas that are encountered in everyday work. *The Code of Ethics* is meant to supplement relevant standards, policies and rules, and not meant to be a substitute for them.

ADHERENCE AND ACCOUNTABILITY

- All Coworkers must read, be cognizant of and sign the Ita Wegman Association *Code of Ethics* policy during their initial orientation process and annually thereafter.
- All Coworkers must adhere to and model appropriate behaviour in accordance with this Code. Failure to fulfill the obligations of this Code may result in corrective action.
- Allegations or violations including but not limited to; fraud, waste, abuse or any other wrongdoings are investigated within 48 hours of occurrence and in a transparent manner.
- Alleged violators will be given notice that there is an investigation and they will be asked to participate in the process.
- Written reports of alleged violations are directed to the Executive and/or Core Group within 48 hours of the occurrence.
- Response to allegations or violations that involves an investigation by the Executive and/or Core Group or designate will be provided within 72 hours of allegation disclosure. Findings will be prepared and presented in writing to the Executive Group and/or Core Group for follow up and final resolution if required.

- **All financial practices and program activities of the Ita Wegman Association will follow provincially and federally accepted accounting and auditing standards.**
- **All Business and marketing practices of the Ita Wegman Association will adhere to provincial and federal licensing regulations.**
- **All human resource practices and activities of the Ita Wegman Association will adhere to provincial and federal labour standards and regulations.**
- *The Executive Group, Core Group and Board of Directors review the Code of Ethics each year to support quality improvement efforts.*

REPRISAL

- There will be no reprisal to any Coworkers, client, family member or advocate who reports a breach of the Code including those of waste, fraud, abuse and any other questionable activities, practices or wrong doings.
- Depending upon the nature of the allegation: government officials may be involved and could run a parallel investigation.

SUBPOENAS, SEARCH WARRANTS, AND OTHER LEGAL ACTION

- Should government officials utilize subpoenas, search warrants or other legal action all Coworkers are expected to comply with requests,
- Coworkers must respond to subpoenas, search warrants or other legal requests related to their work with the Ita Wegman Association,
- Coworkers must inform the Executive and Core Group of any subpoenas, search warrants or other legal requests for direction and support,
- The Executive and Core Group will assist Coworkers by providing information regarding: pre-trial discussions with a lawyer; court appearance – department, being prepared and being on time, bringing all required notes and documents and information on testifying in court.

USE OF SOCIAL MEDIA

- Coworkers will adhere to all policies and procedures related to the use of social media.
- Failure to ensure the safety and security of Ita Wegman Association business practices and confidentiality and privacy by not following identified social media policies and procedures will result in corrective action, including termination, depending on the severity of infractions demonstrated

All Coworkers shall comply with the following Code of Ethics and shall acknowledge, in writing, that they have an understanding of this expectation. A breach in The Code of Ethics (the “Code”)

will result in corrective action being taken and may include dismissal. All breaches of the Code of Ethics will be included in the Leadership Team annual review of the Code of Ethics.

1. Coworkers, unless otherwise directed by the courts (such as working with persons who have court orders), will deliver support in accordance with the Companion Rights, which includes:
 - The informed consent and voluntary participation of the persons supported in decisions about support, care, and/or treatment.
 - The right of persons to refuse participation in support, clinical studies, or other research.
 - May be socially or personally non productive privacy and confidentiality protections for the persons served.
 - Means of ensuring the integrity of decisions made about care and that they are based solely on the diagnostic and treatment needs of the individual.
 - Means of monitoring the relationship between use of support and financial arrangements.
 - Means of resolving differences with regard to care and/or treatment decisions
 - Right to file grievances in accordance with prescribed procedures
 - Non-punitive use of discipline and behavior management techniques
 - Using positive programming as the primary means to encourage changes in behaviors
2. Coworkers will ensure Companions' personal property is held safe, secure and private. Companions will be permitted to hold property that is not considered contraband or considered potentially harmful to themselves or others. Property will be inventoried at intake to assist in limiting any mishandling or theft. Companions can request secure storage to keep personal property safe, secure and private. For these instances the Ita Wegman Association will keep items secured in a locked setting until the Companion desires to have the items back again. Companions will have the right to access personal property in accordance with the Code of Ethics and Companion Rights policy and procedure.
3. Coworkers will not act as a witnessing agent for any Companion. The Companion or legal representative must manage all witnessing responsibilities. An exception may be granted if a written request is received from a Companion or legal representative to the Facility Manager or Business Administrator seeking permission for a contractor/Coworker of the Ita Wegman Association to act as a witnessing agent. The request must clearly define the

scope, responsibility and role a contractor or

4. Coworker will fill, and state the Ita Wegman Association, and its representative will not be held liable. All requests will receive written notification of approval or refusal by the Business Administrator and/or designate within 48 hours of the request receipt.
5. Coworkers will ensure all information given/provided to a Companion is accurate and of the truth. No Coworkers will mislead, distort, tell half-truths or provide false information at any time to a Companion.
Exceptions may occur based on information provided in the Companion's Individual Support Plan or Behavioural Support Plan.
6. Coworkers will not accept monetary gifts or compensation from a Companion or Companion representative at any point in time for support provided in relation to program activity completed through the Ita Wegman Association.
7. Coworkers will not barter with or accept gifts, favours, or other benefits directly connected with their position – unless presented as a matter of protocol, social obligation, cultural tradition or the gift holds no monetary value. Such gifts, favours, and gratitudes must be given without expectation, and undue favour.
8. Coworkers will not conduct any personal fundraising activities on behalf of the Ita Wegman Association without approval from the Executive Group and appropriate training.
9. Coworkers will treat one another and all persons supported by the Ita Wegman Association in such a way as to preserve their dignity and communicate respect and fairness, i.e., providing information in a truthful, empathic, compassionate, understandable and sensitive way; being aware of individual's needs, gifts, strengths, potentials, interests, and values; applying appropriate, unbiased, consistent and equitable principles to the circumstances.
10. Coworkers will engage with the stakeholders of the Ita Wegman Association in accordance with the Canadian Charter of Rights and Freedoms as it relates to the individual's race, ethnicity, language, religion, marital status, gender, sexual orientation, age, disabilities, economic status, political affiliation or national ancestry.
11. Coworkers will protect the confidentiality of all information, records and material acquired professionally or otherwise through their contract with the Ita Wegman Association by understanding and adhering to the Ita Wegman Association Confidentiality Policy, the Federal Privacy Act, the Freedom of Information and Protection of Privacy Act, and any other relevant government acts and regulations, specifically CLBC and Island Health.

12. Coworkers are prohibited from behaving in ways that pose a real or perceived conflict of interest during their contract with the Ita Wegman Association.
13. Coworkers will provide support using an inclusive, collaborative approach with other family and community resources available and/or necessary to the Companion. This approach also recognizes that Coworkers may have limitations in some issues, and when they do not possess the necessary expertise to address a particular issue, they will consult with or refer to an appropriate professional.
14. Coworkers will clearly understand and respect the differences between professional and personal relationships with Companions and will behave in ways appropriate to these differences including no intimate or sexual relationships with Companions both during and outside of work hours while working with the Ita Wegman Association.
15. Coworkers will decline to act on behalf of Companions outside of the support mandate and will be consistently aware of managing their personal and professional boundaries in their interactions with Companions, stakeholders, and other Coworkers so as to avoid using undue or unhealthy influence, expert position and/or inappropriate use of power.
16. Coworkers will promote and maintain on-going quality improvement process approaches that continually develop their support delivery methods and knowledge, skills, education and training relevant to their area of practice.
17. Coworkers will be responsive and open to the needs and requests of Companions through formal and informal means of input into program planning, support delivery, and advocacy.
18. Coworkers will perform support in a manner that promotes integrity and ethical decision-making with a focus on professional responsibility, not personal preference.
19. Coworkers are willing to accept full and complete accountability for their own acts and omissions, exhibiting self-discipline and the pursuit of best-practice standards in all activities.
20. Coworkers will participate and cooperate in expressing and resolving their own and others' grievance processes and outcomes.
21. Coworkers are prohibited from giving or receiving preferential treatment.
22. Coworkers will respect professional work or ideas created by others by giving full credit and citations when reproduced in any form.
23. Coworkers will inclusively adhere to the Code of Ethics of their respective professions and to the Ita Wegman Association Code of Ethics in all other areas.



I, _____ (print name) have read the Code of Ethics and am fully aware of the expectations associated with the Code of Ethics. I acknowledge that I am responsible to uphold the Code of Ethics while I am employed, contracted or volunteer with the Ita Wegman Association and beyond in matters that extend past my employment or contract.

Signature:		Date:	
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