



**FIREFLY
POLICY HR #03**

Section: Human Resources
Policy Name: Code of Ethics
Approved by: Chief Executive Officer
Effective Date: July 8, 2021
Next Review Date: July 8, 2024

POLICY

Agency staff uphold the values of partnership and empowerment both for clients and colleagues and undertake to act at all times in a manner which respects and contributes to their growth and development, respecting at all times any cultural, religious, racial or individual differences which may exist.

This code is a guide to the everyday conduct of FIREFLY employees, students and volunteers. Those employees who belong to any professional organization are also expected to follow its ethical and practical standards. Many standards of conduct are part of custom and need not be explicitly stated.

PROCEDURE

Each employee, student and volunteer shall perform their responsibilities consistent with and in support and promotion of the Agency's mission, mandate, and policies.

Each employee, student and volunteer shall conduct themselves at work and in public in a manner that will not discredit themselves and the Agency.

In situations of potential conflict of interest, each employee, student and volunteer shall:

- a) immediately declare/disclose to their Supervisor any existing or prior relationship which might be cause to exclude the employee, student and volunteer from being a service provider to a client;
- b) not engage in avoidable dual relationships (e.g. social, personal, business) with clients for whom they are a service provider.

In dual relationships which are unavoidable each employee, student and volunteer shall:

- a) inform the client of the possible or actual conflicting relationship(s) and its (their) possible consequences;
- b) consult with their Supervisor regarding the relationship(s), the potential conflict of interest and subsequent provision of services to the client(s);
- c) include a description of the relationship(s) in the client file along with a record of the discussion of the relationship(s) with the client(s) and the Supervisor.

Employees, students and volunteers shall treat as confidential, client information obtained in the course of work and comply with all Agency policies, principles and procedures relating to the collection, recording and release of client information.

Employees, students and volunteers shall avoid or disclose any perceived conflict of interest which might influence personal actions or judgments, and refrain from using their position to secure special privileges, gain or benefit for themselves or family.

Employees, students and volunteers shall not engage in public criticism of policies and procedures of the Agency. In public statements and/or actions the employee, student and volunteer shall clarify whether they are speaking or acting as a designated representative of the Agency, as an individual, or on behalf of another organization.

Employees, students and volunteers shall respect the personal privacy and professional confidentiality of their colleagues, except where the well-being of clients may be involved. Employees, students and volunteers will treat with respect the statements and actions of all other employees, students and volunteers, and use appropriate channels of communication to express their personal judgments on these matters.

Employees, students and volunteers shall not perform position responsibilities while impaired by any substance.

Employees, students and volunteers shall not perform position responsibilities while impaired by illness or other dysfunction which the employee, student or volunteer knows or reasonably ought to know impairs the employee's, student's or volunteer's ability to perform position responsibilities.

Employees, students and volunteers shall not commit any illegal acts while on Agency property, nor in any service delivery location.

Each employee, student and volunteer shall continually apprise themselves of the policies, procedures, rules and principles of the Agency and adhere to these policies, procedures, rules and principles.

Where they feel cause to question, express concern or challenge the policies, procedures, rules of the Agency, they will express those views through the Supervisor while maintaining a professional, confidential and respectful representation of the Agency within the community.

Each employee, student and volunteer shall use the information obtained on the job for the intended purposes, not for their own personal interests or those of other persons.

Each employee, student and volunteer shall give out information to the media and public concerning the Agency only when this has been authorized.

Date Created:	March 7, 2011	Date Reconfirmed:	July 8, 2021
Date Revised:	June 23, 2011 September 7, 2017		