

CODE OF CONDUCT POLICY

Approved by	Executive Management Team
Last reviewed:	August 19, 2019 (next review to be within one year of this date)
Responsible Role	Vice President, Human Resources
Responsible Department	Human Resources

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SECTION 1 – INTRODUCTION

1.1 Purpose

This Code of Conduct sets out basic principles for all individuals working at or on behalf of JVS Toronto, for appropriate conduct while fulfilling their responsibilities, duties and activities.

1.2 Scope

This policy applies to all individuals working at or acting on behalf of JVS Toronto including employees, volunteers, students, consultants and members of the Board of Directors and Board Committees.

1.3 Definitions

Word/Term	Definition
Code of Conduct	A set of conventional principles and expectations that are considered binding on any person who is a member of a particular group.
Workplace	Any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises, work-related social functions (social events, golf games, etc.), and work assignments outside JVS Toronto offices, work related travel, and work-related conferences or training sessions.

1.4 Related Policies

Protection of Human Rights and Prevention of Workplace Violence and Harassment Policy
 Whistleblower Policy
 Conflict of Interest Policy
 Customer Service Policy
 Accessible Customer Service Policy
 Customer Complaint Policy

1.4.1 Privacy Policies

1.5 Legislative Context

Ontario Human Rights Code
Employment Standards Act
Accessibility for Ontarians with Disabilities Act
Ontarians with Disabilities Act
Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act
Blind Persons' Rights Act
Child and Family Services Act
Mental Health Act
Health Care Consent Act

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SECTION 2 – POLICY

2.1 Policy

Ethical standards, practices and conduct are a priority at JVS Toronto and individuals acting for or on its behalf are expected to adhere to high standards of professional and ethical conduct in carrying out their duties within and outside of JVS Toronto.

NOTE: The following section “RESPONSIBILITY & PROCEDURE” represents best practices as determined by JVS Toronto, and is largely designed to provide guidance to designated JVS Toronto representatives. However, it is understood that, where appropriate, these representatives may adopt modified procedures in response to any given circumstance. Procedural Guidelines continue on this and the following page(s).

SECTION 3 – RESPONSIBILITY & PROCEDURE

3.1 Individual Responsibility

Individuals working for or acting on behalf of JVS Toronto are required to follow the points listed below.

- Adhere to the standards described in this Code of Conduct.
- Treat everyone with respect and dignity, regardless of their race, ancestry, place of origin, colour, ethnic origin, religion, gender, sexual orientation, marital status, family status, and record of offences, age or disability.
- Perform their duties with professionalism, skill, honesty, care and diligence, using their authority in a fair and equitable manner.
- Not engage in inappropriate and unprofessional conduct in the workplace, such as using profanity (abusive, vulgar, or disrespectful language), swearing, excessive noise, insulting or negative comments that can affect the workplace, offensive pictures or jokes and demonstrating little or no respect for others and/or their personal belongings.
- Be reasonable and fair in their expectations of each other and resolve any conflict in a mature and professional manner.
- Not attempt, threaten or cause damage to any property in the workplace.
- Reflect a professional image at all times with their attire in line with the Personal Appearance Policy.
- Abide by JVS Toronto policies and procedures, instructions and lawful directions that relate to their employment and duties.
- Act at all times in full compliance with both the letter and the spirit of all applicable laws.
- Be sufficiently familiar with any legislation that applies to their work and to recognize potential liabilities and know when to seek advice and clarification.
- Refrain from committing or condoning any unethical or illegal act or instructing another individual working for or acting on behalf of JVS Toronto to do so; and take the approach that every act should withstand the scrutiny that would be applied if it were committed in full public view.
- Promote the interests of the agency.
- Be compliant with the Conflict of Interest Policy

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3.2 Management Responsibility

As part of effective management, each program or department must ensure that individuals working for or acting on behalf of JVS Toronto are aware of, and act in compliance with the Code of Conduct Policy and related policies.

The management of JVS Toronto is accountable for protecting the assets and the public trust in of the agency and must make every effort to establish and maintain adequate systems, procedures and controls to prevent and detect fraud, theft, breach of trust, conflict of interest, bias and any other form of wrongdoing.

After receiving written disclosure of an actual or potential breach of this policy, management (including immediate manager or JVS Toronto contact, director and executive team member) will either determine that no breach exists or take reasonable steps to ensure that the matter is addressed in the appropriate manner.

It is the responsibility of management to ensure that each incident of suspected wrongdoing is investigated. If a violation of this Code of Conduct Policy or any other related policy is confirmed, the agency will deal firmly and fairly with all individuals working for or acting on behalf of JVS Toronto.

3.3 Reporting Allegations

Breaches of this policy require immediate attention and individuals working for or acting on behalf of JVS Toronto have a duty to report any known or suspected breaches.

Individuals, who in good faith, make a complaint or disclosure about an alleged breach of this policy, and follows the reporting procedure outlined below, will not be disadvantaged or prejudiced in the making of such a complaint or disclosure.

A complaint or disclosure about an alleged breach of this policy should include details about the date, time and nature of the alleged breach and made to the individual's immediate manager or JVS Toronto contact. This will prompt a thorough investigation to determine whether any action is required.

All individuals working for or acting on behalf of JVS Toronto must co-operate fully during an investigation of suspected wrongdoing in relation to any activities outlined in this policy. Retaliation against someone who is a witness or is involved in an investigation is prohibited and such reprisal will result in disciplinary action.

Any individual working for or acting on behalf of JVS Toronto under investigation may, among other things, be suspended with or without pay or be re-assigned to other duties pending completion of the investigation, depending on the particulars of the case and the best interests of JVS Toronto.

An employee who makes a false complaint or otherwise abuses this policy may be disciplined up to and including dismissal from employment. All complaints of false or bad faith complaints or an abuse of this policy will be investigated by JVS Toronto through investigatory steps appropriate to the circumstances. When in doubt about the interpretation of application of this Code of Conduct Policy, clarification is to be sought initially from your manager and then from the Vice President, Human Resources.

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3.4 Supporting Documentation

Name	Location	Document Type
JVS Privacy Breach Report	JVS Insider	PDF
Template Letter Response To A Privacy Breach	JVS Insider	PDF

SECTION 4 – GOVERNANCE

4.1 Policy Owner

Policy Owner	Vice President, Human Resources
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4.2 Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
Version 7	n/a	n/a	This policy was reviewed on August 19, 2019 to change Director, Human Resources to Vice President, Human Resources.
Version 6	n/a	n/a	This policy was reviewed and edited on August 11, 2017.
Version 5	n/a	n/a	This policy was reviewed and edited on March 19, 2017.
Version 4	n/a	n/a	This policy was reviewed and edited on March 19, 2014 for the Imagine Canada accreditation process.
Version 3	n/a	n/a	This policy was reviewed and edited for wording consistency on June 26, 2013.
Version 2	April 28, 2011	EMT	
Version 1	May 2006		