



Code of Conduct, Confidentiality and Ethical Practice

I, \_\_\_\_\_ as an employee, volunteer or contractor of Teachable Moments Services Inc. (TMS), promise my actions will adhere to the TMS Mission, Values and Mandate.

I have read the TMS Employment Policies and the policy/guidelines relating to ethical practice (appended to this document). I understand that these policies and guidelines apply to my role.

I promise to adhere to the following Code of Conduct:

1. I will ensure that my professional relationship with program participants is acceptable and expected within the context of their support plan(s).
2. I will respect the property of TMS and the individuals we support.
3. I will respect the beliefs and diverse interests of the individuals I support and my co-workers.
4. I will avoid conflicts of interest as outlined in the attached policy statements.
5. I understand that sexual intimacy removes all professional boundaries between employees, volunteers or participants. An intimate relationship with any employee, volunteer or participant is a conflict of interest that must not happen. When one party's consent to the relationship is in dispute, the relationship could become the foundation for a complaint of sexual harassment and/or abuse.
6. I will faithfully, truly and to the best of my judgement, skill and knowledge, execute and perform the duties required of me.
7. I will not communicate to any person, not legally entitled, any personal information relating to: the individuals served; employees; volunteers; or other stakeholders.
8. I will not allow any person, other than those who have a legal right, to inspect or have access to any records or documents that belong to, or are in the possession of, TMS.
9. I understand that abusive language or other disrespectful conduct may be personal harassment and is expressly forbidden.
10. I acknowledge that I have a duty to report any incidence of abuse (physical or verbal), neglect, sexual harassment, other harassment

I understand that a breach of this oath may result in discipline, up to an including dismissal or sanctions as appropriate to my role.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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**POLICIES/GUIDELINES RELATED TO ETHICAL PRACTICE**

**CONFLICT OF INTEREST**

Any potential conflict of interest, either actual or perceived, must be reported, reviewed and managed.

Where personal interest (relationships, business) are motivating an action or decision, a conflict of interest exists.

Employees, Volunteers and contractors must not benefit from points or rewards from any loyalty program (e.g. visa, air miles, etc.). For example, by substituting your own visa card for cash provided by TMS or any individual we serve.

Personal conflicts, the likes or dislikes of coworkers must never result in unprofessional conduct or inefficiency. While friendships between coworkers may occur, this must not result in special treatment, or the exclusion of other co-workers.

Teachable Moments Services Inc. started out as a small family run agency. As a result, several family members work within the agency. If there is a conflict of interest that results from these relationships there are members of management who are not family members who can meet with staff to discuss appropriate action.

You must report any conflict of interest to your residence coordinator. The coordinator will review the situation with the Executive Director who will be guided by our Vision, Mission and Values statements to decide what action is required.

**PERSONAL BELIEFS:**

Each employee, contractor, practicum student and volunteer may hold a wide range of personal beliefs, values, and commitments. Your beliefs, values, and commitments become a conflict of interest with TMS when you use company time, property or facilities for furthering these beliefs or are unable to fulfill your job responsibilities because of these beliefs.

**TMS PROPERTY AND PROPERTY OF INDIVIDUALS SERVED**

Employees are responsible for safeguarding the property belonging to TMS and individuals receiving our services. This property includes but is not limited to cash, furniture, fixtures and equipment, clothing, personal belongings, physical property and vehicles.

Employees are responsible for their keys and must not make copies of keys unless given prior consent by a member of TMS management. Lost/stolen or missing keys must be reported missing to a member of TMS management.



## Code of Conduct, Confidentiality and Ethical Practice

Passwords to TMS website, server, and TMS computers and electronics must not be shared or given to others without consent from the executive director.

Property belonging to TMS or the individuals we support is not available for personal use by staff.

### **WITNESSING OF LEGAL DOCUMENTS**

TMS employees are not to sign or witness legal documents for the individuals we serve without prior consent of the Executive Director. Typically, the signing of legal documents is not a normal course of business. Occasionally TMS employees or management may be asked to witness the signing of contracts or Representation Agreements.

Signing authority for the individuals we support and consent can be found in the individual's program binder and their case management file. Specifically, a Representation Agreement should describe who has authority to sign and the circumstances where they can sign any legal documents for the individuals we serve.

### **SETTING BOUNDARIES:**

As support workers, you can be friendly, but should not be friends with the people you directly support, or their families. While ideally you may like the person that you serve, that, in and of itself, does not transform the relationship into a friendship. If you have a friendship with a person you directly support, you must declare that relationship as a conflict of interest to your supervisor. As support staff, we are responsible for modeling healthy boundaries for the people we support. You must be clear on your service delivery limits as a professional. These boundaries are set to keep you focused on the work you are doing with the persons we serve.

### **PERSONAL FUNDRAISING:**

Personal fundraising included the selling of cookies, plants, candy, tickets, or other items that are personal initiatives of an employee and/or his or her family member to raise funds for other non-profit organizations.

You will not solicit any persons or families in receipt of TMS services, regardless of the cause.

If you wish to invite TMS employees to participate in fundraising activities, you must submit a Personal Fundraising Request form for approval by the Executive Director. Such activity, including completing the form, must occur during unpaid time. Any approved fundraising will solely benefit not-for-profit initiatives that do not compete with TMS delivery of service.

### **BUYING AND SELLING:**

You are not permitted to buy or sell things or services to or from any persons or families in receipt of TMS services without written approval of the Executive Director, who will ensure that there is fair market cost and that the well-being of the individual is not in any way being jeopardized.



## Code of Conduct, Confidentiality and Ethical Practice

You are not permitted to conduct another business (e.g. Epicure, Tupperware, Avon etc.) on paid TMS time or using TMS resources.

### **GIFTS AND GRATUITIES:**

You are not to accept personal gifts, money, gratuities, free trips, personal property, services, or other items of value greater than \$25.00 from a family or supported individual, or a subordinate employee. Should the value exceed \$25.00, you should respectfully decline the gift. Under no circumstances will gifts or gratuities, regardless of value, be accepted as an inducement to provide additional services or influence decision making.

### **INTEGRITY IN RECORDKEEPING:**

Accurate records at TMS serve essential administrative, legal and historical purposes. Good records help protect those we serve and ensure we are both accountable to and meet our legal and contract requirements. We will comply with all laws concerning the records we keep.

When documenting, charting, reporting or completing any form or narrative, you have a responsibility to create and maintain a full, accurate and honest account that is both timely and understandable. Confidentiality must be maintained in creating, storing, accessing, transferring and disposing of all records, including administrative records and records of persons served.

### **WASTE, FRAUD, THEFT AND ABUSE:**

**Waste:** uneconomical, inefficient or ineffective use of resources that result in loss or wasting of funds. This includes physical resources and staff time. When on paid time, you will use that time to the benefit of TMS and will not allow personal situations, preferences or priorities to compromise your productivity.

**Fraud:** deliberate act of deception, manipulation or dishonesty, with the specific intent of gaining an unfair or dishonest advantage or injuring another person or organization.

**Theft:** the act of stealing, taking or removing TMS or personal property belonging to another without appropriate authorization. It includes intellectual property, monetary or other physical goods.

**Abuse:** TMS will not tolerate abuse of any kind; including physical abuse, physical neglect, sexual abuse, emotional abuse, financial abuse.

You are expected to take all necessary steps to prevent theft, loss, misuse or damage to TMS assets and property or the property of the individuals we serve. You must take action to stop and prevent any abuse or suspected abuse.

**Duty to report:** If you observe or become aware of any waste, fraud, theft or abuse you must report it to your supervisor, Operations Manager, or Executive Director.