



CODE OF CONDUCT AND ETHICS

Policy No: 2.3

Section: GUIDING PRINCIPLES

RESPONSIBILITIES

It is each team member's responsibility to know this Code and comply with its principles, and to seek clarification from the program manager.

Team members coach each other, referencing the Code, when violations are observed.

Program managers investigate any allegations of wrongdoing and provide coaching or disciplinary action as warranted depending on the severity, repetitiveness and/or effect on clients, colleagues or the Society.

Team members are expected to cooperate with investigations into alleged wrongdoing.

Principles of the Code of Conduct and Ethics are observed as a part of daily work and are reviewed as part of performance evaluation and planning.

No team member is disciplined for making a report in good faith about a violation of this Code of Conduct and Ethics or another SOWINS policy. SOWINS will not tolerate any retaliation against a team member who has made such a complaint or participated in an investigation.

A team member making false accusations will be disciplined.

This Code of Conduct and Ethics is designed to promote ethical decision-making and behaviour; to inform us of the values that guide us in doing our job and to reinforce the Society's expectations of us. It is about making ethics and integrity part of the way we do our job.

PROCEDURE

1. All team members read the Code of Conduct and Ethics during orientation, and sign an agreement to uphold the Code of Conduct and Ethics, which is kept in their personnel file.
2. The requirements of the Code of Conduct and Ethics are considered core competencies and may be used for performance evaluation purposes.
3. The program manager records any investigation into wrongdoing, the outcome, then files it in the personnel file of those being investigated.
4. The Code of Conduct and Ethics is reviewed annually at a staff meeting and a record kept in the personnel file of each person attending. Those whom miss this meeting are required to meet with their Manager to go over the Code of Conduct and Ethics within 2 weeks of the staff meeting.



TEAM MEMBER CODE OF CONDUCT AND ETHICS

As a Team member of SOWINS this is my Code of Conduct and Ethics

Responsibility to Clients:

1. I treat all clients non-judgmentally with courtesy, fairness, respect, consideration and kindness; I commit to providing a high standard of service.
2. I listen closely to each individual in order to assess the appropriate course of action.
3. I communicate clearly, concisely, respectfully and with sensitivity regarding SOWINS services.
4. I perform my obligations and responsibilities with integrity.
5. I protect the confidentiality of all professionally acquired information about clients, both while employed by SOWINS and after I leave my employment with SOWINS. I disclose such information only when properly authorized by the client or when obliged legally or professionally to do so.
6. I ensure that my outside interests never jeopardize my professional judgment, independence, competence or ability to do my work, and promote excellence in my field and keep up to date in my professional knowledge.

Responsibility to Colleagues

1. In all my interactions with colleagues, I respond with integrity and with regard for the reputation, character and professional interest of my colleague.
2. I never share information or participate in behaviour that incite bullying, exclusion, harassment, or undermining of colleagues.
3. In order to effect openness and transparency, I communicate honestly and respectfully with all colleagues, holding truth at the forefront of all discussion.
4. When clarification is required, I communicate directly with colleagues regarding their intentions or decisions in order to avoid triangulation.
5. I treat my colleagues in an equitable manner, respecting their privacy and boundaries.
6. I endeavour to inspire a positive, healthy team ethic and maintain good working relationships with my colleagues, while at work and in public.
7. I protect the confidentiality of all professionally acquired information about colleagues, while employed by SOWINS and after I leave my employment with SOWINS. I disclose such information only with the express permission of my colleague, or when obliged legally or professionally to do so.



Responsibility to SOWINS

1. I respect the Guiding Principles of SOWINS, and commit myself to a philosophy of nonviolence and non-abusiveness.
2. I demonstrate respect for SOWINS policies, procedures, management and Board decisions.
3. I obtain prior authorization before speaking on behalf of the organization or colleagues.
4. I preserve the integrity and reputation of SOWINS as if it were my own.
5. I take part in staff meetings and bring to the attention of SOWINS any observations to improve the efficiency and effectiveness of services.
6. I bring to the attention of SOWINS any issues that I believe will have an adverse effect on SOWINS or its clients.
7. I correct, whenever possible, misleading or inaccurate information and misrepresentation by others concerning SOWINS services.
8. I accurately represent my education, training, experience and competencies as they relate to my work.
9. I use SOWINS property and resources only for the purposes intended rather than for personal benefit or for the benefit of those with whom I associate.
10. I use my position with clients only for SOWINS business rather than for personal business.
11. I use my position with SOWINS professionally rather than to further my own religious, political or personal objectives.
12. All confidential files or property of SOWINS remain on SOWINS premises unless I am properly authorized to remove same.

I have read and understand this Code of Conduct and Ethics, and agree to abide by it

Name (print)

Date

Signature

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