

COMMUNITY INTEGRATION SERVICE SOCIETY
IS COMMITTED TO ENABLING INDIVIDUALS WITH DISABILITIES
TO BECOME ACTIVE MEMBERS OF THEIR OWN COMMUNITY

Code of Ethics

SERVICES TO OUR CLIENTS

Community Integration Service Society (CISS or Society) uses the Canadian Charter of Rights to guide all of our dealings with the clients we serve. Our Society places their interests first. CISS and its employees will ensure that all Contractual relationships are entered into in the best interests of the people served by CISS and that contractors are held to these standards. Community Integration Service Society models our services to our clients on the following principles:

CHOICE

The society will focus on an individual's abilities and their competence rather than their disability. Our goal will always be to expand choices and provide new opportunities while providing all the information that the individual may need or want. The Society will promote choice, decision making and empowerment.

PERSONAL RESPECT

The client is a citizen of inherent value. We will always respect each client's rights and freedoms. We will treat all individuals as full community citizens with respectful dignity while ensuring that we do our best to make sure that the community as a whole sees them as full citizens and respects them as such. Community Integration Services Society will never demean, humiliate or devalue any client.

PERSONAL SERVICE

We will always seek to understand and facilitate the interests of the clients we are serving. We will consider all facets of a person's life such as culture, language, sexuality, religion, and their values. We will treat each client as an individual. The Society will be sensitive to individual differences. We will recognize and celebrate diversity. The Society will identify and document the client's needs.

ADVOCACY

Clients are entitled to all the rights and privileges accorded to all citizens of Canada. The Society will strive to enable our clients to have meaningful lives as full citizens of their community. We will assist our clients to attain their rights of belonging, being valued as full citizens, participate as a member of their community and have the opportunity to contribute to the community in a meaningful way. The Society will never knowingly conduct itself in a way that undermines these efforts. We will advocate for the client's rights and interests within CISS, with external systems and with the community as a whole.

PERSONAL SAFETY

CISS will take all possible actions to protect the emotional well-being of our clients as well as their health and safety. The Society also recognizes the individuals' right to risk-taking and decision-making.

PROFESSIONAL CONDUCT

CISS will be accountable for maintaining the very highest standards of professional service practice. This will include all actions taken by the Society as well as all actions taken by individuals working on our behalf. This includes the Board of Directors, the Executive Director, Director of Community Inclusion, Program Managers, Life Skills Workers, volunteers and any contracted positions.

Location: SV/Admin/Personnel Folder/Hiring Documents, Policy Manual
Revised: Aug. 8, 2017

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INTEGRITY

We will accept full responsibility for our actions. We will act proactively and quickly to correct or clarify any misrepresentation or misinformation concerning the Society's services, activities, outcomes or credentials. The Society will not operate beyond our professional competencies; misrepresent our qualifications, our experience or expertise.

INTERPERSONAL RELATIONSHIPS

CISS will treat all individuals with whom we are interacting with dignity and respect. We will especially honour the important role of our client's families, their friends and advocates. The Society and its employees will always be honest and straightforward in all our interactions with all people. CISS will resolve all interpersonal conflicts in a timely and respectful manner.

COLLABORATION

The Society will always promote and contribute to collaboration. With the goal of providing the best service possible for the client, we will consult with our stakeholders, outside community expertise and with one another as often as required. The Society will work in a respectful and collaborative manner with all stakeholders: other service providers, caregivers and professional organizations. The Society will never act with malice, dishonesty, or enmity; rather we will always take a positive proactive approach. The Society's approach will always be a holistic one of cooperation.

MUTUAL SUPPORT AND CRITICISM

CISS will always accept constructive criticism. We welcome concerns or complaints from stakeholders and commit to respond in a timely, effective, and respectful manner. The Society will accept credit only for the work we have done, and always acknowledge the work and contributions of others. We will support one another to carry out our work to the best of our abilities while avoiding any conduct that diminishes our services or negatively affects morale.

EXCELLENCE

The Society will be earnest in all our work and thoughtful in all its undertakings. CISS will constantly strive to find more efficient and effective ways of conducting the Society's business. The Society will always provide our clients with the very highest standards of service.

CITIZENSHIP

CISS is a member of the community in which we work and serve. As such, this comes with the responsibility of being a good neighbour, a good employer and being a positive influence in the community. The Society will be mindful of the community's needs and interests. CISS will be supportive of the community's charitable, cultural and educational institutions. The Society will not be politically complacent, but rather it will maintain a presence that befits our community responsibility.

DUTY UNDER THE LAW

CISS will understand and comply with the letter and spirit of all laws, agreements, regulations and requirements that govern the Society. The Society will seek an immediate remedy if these requirements negatively affect the Society's services or clients. Should the requirements not go far enough to advance the interests of our clients or best professional practices then CISS will exceed them.

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HUMAN RESOURCE PRACTICES

CISS will communicate clearly and effectively the roles, qualifications and responsibilities relating to all the positions within the Society.

THE TREATMENT OF THE SOCIETY EMPLOYEES

CISS is committed to treating our employees with dignity and respect and to ensuring that they are not subject to any form of discrimination or harassment of a personal or sexual nature. Our performance appraisals will be objective and fair. The Society will encourage employees in their professional development and assist them to learn and apply person centered best practices.

CISS will always strive to create a work place where employees feel welcomed and appreciated. The Society will promote safe and healthy working conditions while fostering positive working relationships. CISS will endeavour to foster in our employees a sense of purpose, accomplishment and personal satisfaction. The Society will represent our employees' interests in the larger political and professional spheres in which the Society operates.

HIRING PRACTICES

CISS will utilize hiring practices that are consistent with the Society's objectives and needs. The hiring practices will be fair, effective and free from all forms of discrimination.

FINANCIAL AND OPERATING PRACTICES

All of CISS' operating and financial practices will be in accordance with all applicable legislation, requirements and standards. All practices will be subject to annual independent review by an external auditor. The Society will be transparent in all our undertakings, exercise integrity in all our financial practices and be accountable to our funding bodies and other stakeholders.

FINANCIAL PRACTICES

All CISS financial practices will be in accordance with generally accepted Canadian accounting principles and practices. Financial matters that fall under the purview of our financial management policies will comply with these policies.

OPERATING PRACTICES

CISS will represent those receiving services in a respectful manner. The Society will never use representations of clients that are demeaning or designed to elicit sympathy or pity from the community. Any solicitation of funds and promotion of CISS will be ethical, respectful and legal. CISS strictly prohibits all unethical practices, such as inducing guilt or obligation, bribery or personal gain. The Society will abide by all applicable laws, standards, regulations and ethical practices. The Society will ensure that all written communication meets or exceeds the current professional standards.

CISS will provide the financial community and the community at large with information regarding the needs and achievements of the Society. The Society will accurately represent the Society and its stakeholders.

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INFORMATION MANAGEMENT

DISCLOSURE

CISS recognizes the rights of our stakeholders to expect a broad range of information from the Society. When the Society receives a reasonable request for information or the Society is required to make a disclosure, it will provide accurate and complete information in a timely manner, as per Personal and Privacy Act.

PROTECTION

CISS will protect proprietary information from inadvertent or improper disclosure. This includes information about all stakeholders whether it involve the Society, clients, families or employees. The Society will keep in confidence all information about clients unless the sharing of information complies with our policies and procedures or as required by law, as per Personal and Privacy Act.

MAINTENANCE

CISS will maintain information that is current, accurate and managed (kept secure, organized, archived, or destroyed) in accordance with all applicable standards and regulations, as per Personal Information Protection Act.

CONFLICT OF INTEREST

A conflict of interest arises when indirect or direct personal gain is a factor in a decision that affects the society or the clients we serve. CISS will strive to avoid conflicts of interest. Should any instance of real, potential or apparent conflict exist the Society will disclose it to find a remedy.

LEGAL DOCUMENTS

CISS employees will not act as signatories or witnesses on legal documents for individuals or their families. CISS will support individuals and families to find appropriate legal services or be encouraged to have family or friends act as witnesses whenever signing legal documents.

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Code of Ethics

I _____ have read and fully understand Community Integrations Service Society's Code of Ethics and agree to follow and adhere to them while being employed by Community Integration Service Society.

(Staff Signature)

(Date)

(Witness Signature)

(Date)