

Ingersoll Support Services Inc.

Policy: Code of Ethics

Policy # F 1

Section: Foundations

Approved by the Board of Directors: March 19 2009

Procedure Revision: April 2016, May 2012

Review Date: September 26 2017

Ministry requirement - no

Ingersoll Support Services Inc. has professional, legal and moral obligations to the people accessing its services and their families as well as to various ministries, legislation and regulations. All volunteers and employees will conduct themselves in accordance with a common Code of Ethics and standards of conduct, respectful of the stewardship, responsibility and accountability entrusted to ISSI.

1. Philosophy

Each volunteer and employee will support and adhere to the vision, mission, and principles of Ingersoll Support Services, while exemplifying good stewardship, responsibility and accountability.

2. Respect and Professional Conduct

Each employee, volunteer and/or member is expected to conduct themselves, whether alone or with others, in a conscientious and respectful way which enhances the quality of life of each person accessing the services. This level of professionalism needs to be expressed at all times. This code of ethics relates to and includes our policy on Standards of Conduct (HR 1).

3. Confidentiality

Volunteers and employees have access to confidential information about the people accessing the services and their families. This information may come from files, reports and by people telling their stories. All of this information is confidential and cannot be shared with others unless the volunteer or employee is authorized to do so in writing, subpoena or verbal consent with the person present. The exception is a case where abuse of a criminal nature has occurred.

If the health and safety of the person using the services is in question, the employee is to discuss the situation with her/his immediate supervisor before proceeding with any disclosure. Board or committee members will discuss the situation with the Board President.

4. Representation of ISSI

Members, volunteers and employees are seen by the community as representatives of ISSI. Members, volunteers and employees will need to make sure that statements made of a personal nature are not confused as statements on behalf of ISSI.

Any public/media communications about ISSI are to be made by the President, the Executive Director or a person delegated by either.

5. Stewardship

All members will strive to ensure responsible and balanced use of agency resources while continuing to improve upon individualized services based on the plans of people accessing our services.