

Ingersoll Support Services Inc.

Policy: Standards of Conduct

Policy # HR 1
Section: Human Resources

Approved by the Board of Directors: March 19 2009
 Procedure Revision: April 2016, May 2012
 Review Date: September 26 2017

Ministry requirement – yes

*Ingersoll Support Services Inc. has established “**Standards of Conduct**” related to our Code of Ethics (F 1) that are intended to ensure that all employees are aware of and comply with the expectations of the Standards of Conduct and the possible results of failing to meet these expectations.*

Procedure:

The ISSI standards of conduct are intended to inspire positive, exceptional performance and to provide opportunity for correction and growth. They are not merely intended to address negative behaviours. The Acceptable and Unacceptable behaviours in the **Guidelines** are examples and do not include all of the types of conduct which may be deemed to be unacceptable.

When unacceptable behaviour is noted or brought to the attention of the supervisor, Progressive Discipline may be implemented as outlined in the Progressive Discipline Policy and Procedure HR 7. In certain situations, unacceptable conduct may result in immediate termination.

ACCEPTABLE STANDARDS OF CONDUCT	EXAMPLES OF UNACCEPTABLE CONDUCT
<p><i>Appropriate behaviour toward the people Ingersoll Support Services supports:</i> Treating all people with dignity and respect. Fostering positive, respectful interactions with and about people. Holding in confidence information related to people accessing support.</p>	<p>Derogatory tone or demeanor in interactions with or about people supported. Use of force, assault, degrading treatment, neglect of people accessing support, failure to provide proper service or care, any form of abuse, including physical, sexual, emotional, verbal and psychological abuse or contemptuous speech or actions. Failure to maintain confidentiality.</p>
<p><i>Reporting of inappropriate behaviour toward people accessing support or</i></p>	

<p><i>contravention of work rules or specific support methods:</i> Immediately reporting to the supervisor inappropriate behaviour toward a person accessing support and any contravention of work rules.</p>	<p>Failure to report any contravention of work rules, specific support methods or any witnessed acts of suspicion of assault, degrading treatment, neglect and any other form of abuse or harassment.</p>
<p><i>Positive interaction with agency members.</i> Bringing concerns or grievances to the person involved or to a supervisor in an appropriate manner. Positive interactions with or about co-workers and the agency members.</p>	<p>Gossip, destructive or pejorative talk about another person. Intentionally destructive criticisms, direct or indirect, leading to a misuse of agency, team or support resources.</p>
<p><i>Daily punctuality:</i> Reporting to and leaving the work place according to specified work hours.</p>	<p>Failing to report to work punctually; leaving the work place early and without permission, doing personal errands or activities while working.</p>
<p><i>Attendance at work:</i> Regular attendance.</p>	<p>Absence from work without authorization or justifiable reason.</p>
<p><i>Competence and productivity:</i> Performing work according to the requirements of the position specification, legislation and administrative requirements and in a competent, careful and productive manner. Co-operating with co-workers in work related activities in a positive manner.</p>	<p>Substandard, incompetent and/or careless work performance which is within the control of the employee. Spending time on non-work related matters; sleeping on the job.</p>
<p><i>Compliance with supervision:</i> Complying with the directions of the employer. Support and adhere to the principles of service and the mission of the organization. Adherence to the personal plans, wishes and direction from supported persons.</p>	<p>Refusal, direct and indirect, to perform work assignments, refusal to comply with policies, statutes, procedures and regulatory/safety requirements of which the employee is aware or should reasonably be aware; refusal to accept work. Non-adherence to personal support plans.</p>
<p><i>Lawful and honest conduct:</i> Behaving in an honest and trustworthy manner, complying with the law while engaged in the employer's business, and acting at all times in such a manner that the employment relationship is not undermined.</p>	<p>Involvement in activities that result in a conflict of interest: dishonesty, deception, theft, falsification of records, fraudulent conduct and any other illegal conduct. Encouraging gifts from people accessing support from Ingersoll</p>

	Support Services.
<p>Care, use and maintenance of Ingersoll Support Services property: Appropriate maintenance and use of property.</p>	<p>Failure to take reasonable care with property, including regular maintenance and immediate reporting of problems, deliberate damage and/or unauthorized use of Ingersoll Support Services property.</p>
<p>Orderly conduct: Behaving in an orderly fashion; behaving in a manner which is appropriate to the work place when dealing with persons accessing support, visitors and other employees.</p>	<p>Swearing, abusive threatening or profane language, fighting, horseplay, harassment of others, threatening to harm others, abuse of others, endangering the well being of one's self and/or others, assault, and any behaviour which prejudices the employer's ability to continue to provide support and maintain a reputation.</p>
<p>Non-impairment in the work place: Employees shall not use or be impaired by drugs, alcohol or any substance causing impairment while at work.</p>	<p>Being under the influence of drugs, alcohol or any substance and/or improper use of prescribed substances during working hours.</p>