CODE OF CONDUCT POLICY

Category: Human Resources	**Owner:** Human Resources
Initial Board Approval: April 30, 1988	**Reviewed and Revised:** November 12, 2025
Revision Cycle: 5 years	**Next Revision Date:** November 2030

PURPOSE:

- To outline the standards of professional conduct which reflect the values of Reena
- To identify and communicate the expectation of professional behaviour
- To identify the consequences for violation of Reena's Code of Conduct

SCOPE:

Includes: All Reena employees, agency staff from contracted service providers, volunteers and students (hereby referred to as staff)

Excludes: N/A

POLICY STANDARDS:

Reena is committed to the principles of professionalism, accountability, and integrity and endeavours to maintain public trust and confidence. As such, Reena expects all staff to adhere to its Code of Conduct and other policies and procedures related to employee behaviour.

Reena's Code of Conduct explains the expected rules of behaviour which reflect Reena's values:

- Care – Chesed Ve Tzedek – Compassion and Justice
- Leadership – Tikun Olam – Repair The World
- Empowerment – V'ahavta L'reacha Kamocha – Value Others As You Value Yourself
- Accessibility – Lifnei Iver Al Tasim Michshol – Remove Barriers
- Respect – Kvod Habriyot – Honour Our Humanity

All staff will demonstrate the highest standards of behaviour in all activities, interactions and decision-making by adhering to Reena's Code of Conduct:

- Respecting others
- Being responsible
- Promoting safety
- Safeguarding privacy
- Protecting resources

Respecting Others

All staff are expected to contribute to creating a respectful workplace environment by treating everyone with dignity and respect. All staff will promote inclusion and respect diversity. Harassment, discrimination* and other exclusionary behaviour are not permitted. All staff shall work together to promote awareness and address disrespectful behaviour.

* Grounds for discrimination under the Ontario Human Rights Code include, but are not limited to: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability, genetic characteristics or a conviction for which a pardon has been granted or a record suspended

<u>Examples of Professional Conduct:</u>

- Respect and honour the rights of all people
- Value each other's contribution
- Display professionalism and courtesy in interactions with everyone
- Treat everyone with diplomacy, tact and objectivity
- Listen and be receptive to different points of view
- Conduct themselves and their work activities in a manner that does not adversely reflect upon the reputation of Reena
- Display and maintain self-conduct and project a favourable image for self and Reena

Being Responsible

All staff are expected to contribute to creating a culture of integrity by being honest, fair and trustworthy. All staff will conduct activities that are in compliance with applicable laws and regulations. Illegal conduct, theft, falsification of information and other deceptive behaviour will not be condoned. All staff will work together to promote high standards of ethics and address dishonest behaviour.

Examples:

- Make decisions based on the best interest of all employees and Reena
- Disclose any or perceived conflict of interest
- Not participating in decisions related to hiring or evaluation of anyone with whom staff have a close personal relationship
- Keep accurate records of financial transactions, accounts, reports, timesheets, and incident reports
- Never misreport or sign off inspection reports
- Provide information in connection with any audit, inquiry or investigation that is truthful
- Turn down any offer or gifts and never ask anyone for a gift
- Be punctual and reliable in attendance at work

Promoting Safety

All staff are expected to contribute to creating a safe workplace by working in a manner which does not threaten the safety and health of themselves, coworkers, property or the public at large. All staff will observe appropriate security practices and follow all safety procedures. Impairment or any activities that can endanger or compromise the safety of self and others will not be tolerated. All staff will work together to promote high standards of safety and address risks promptly.

Examples:

- Observe safe work practices so as not to endanger themselves or others and encourage others to act accordingly
- Take action to correct all health and safety incidents, concerns or hazardous conditions
- Promptly report all health and safety incidents, concerns or hazardous conditions (including near misses)
- Communicate warnings to others
- Wear protective equipment
- Being free from the influence of any substance which can impair judgment or that can prevent working safely and effectively
- Being free from distractions while working

Safeguarding Privacy and Confidentiality

All staff are expected to contribute to creating a culture of accountability by safeguarding the privacy of Reena and its stakeholders. All staff will be vigilant to protect confidential and personal information against unauthorized access, alterations, theft or loss. Disclosure without obtaining consent and distributing information without approval will not be allowed. All staff will work together to respect confidentiality and privacy and promptly address any breaches.

Examples:

- Collect, store, use, share, transfer and dispose of personal information responsibly
- Not recording conversations, recording video or taking pictures of others without consent
- Obtain signed consents before disclosing confidential or sensitive information to external parties
- Not making or posting public statements on behalf of Reena
- Seek permission before entering a supported individual's bedroom or apartment

Protecting Resources

All staff are expected to contribute to creating a culture of good stewardship by caring for all physical and electronic assets. All staff will use all vehicles, furniture, computers, equipment, supplies, and materials with due care. Theft, intentional damage and fraudulent use will not be acceptable. All staff will work together to protect and preserve Reena's property and address mismanagement of resources promptly.

Examples:

- Use, care and maintain equipment according to the manufacturer's recommendations
- Use assets for the performance of Reena duties
- Report any property or equipment that is damaged
- Keep intellectual property at Reena when leaving a position or employment
- Use computers and network resources for activities that do not interfere with regular work duties
- Protect user logins and passwords

Violation of Reena's Code of Conduct

Misconduct compromises the integrity of Reena. Therefore, all staff will hold each other accountable to Reena's Code of Conduct. Staff will promptly report to his/her immediate supervisor when becoming aware of behaviours that contravene Reena's Code of Conduct.

Observations of activities in potential violation of Reena's Code of Conduct should also be reported. Reena will not condone retaliation against staff who report in good faith.

Any staff who violates Reena's Code of Conduct may be subject to corrective measures, up to and including dismissal. Any staff who attempts to direct or encourage others to breach Reena's Code of Conduct will be subject to discipline. In cases of theft or financial loss, Reena may seek to recover the loss from the employee in full.

ROLES AND RESPONSIBILITIES:

All Staff

- Adhere to Reena's Code of Conduct, legislation and Policies and Procedures
- Conduct themselves at all times in a manner consistent with Reena's values and mission
- Use good judgment and seek clarification when uncertain
- Proactively address potential problems before they have an adverse effect on Reena's reputation

Supervisors and Managers

- Create, maintain and encourage an environment which is characterized by excellence, fairness, integrity, open and accessible communication and mutual respect and courtesy
- Build relationships and actively engage teams to create an effective culture of compliance with the code of conduct
- Ensure that employees are aware and comply with the expectations of Reena's Code of Conduct
- Take prompt and corrective action to address concerns or violations of Reena's Code of Conduct
- Report any illegal or criminal acts

Human Resources

- Provide advice on matters related to Reena's Code of Conduct and this policy

RELATED POLICIES/PROCEDURES:

- Health and Safety Policy
- Workplace Harassment Policy
- Discrimination Prevention Policy
- Conflict of Interest Policy

- Talent Acquisition and Retention Policy
- Social Media Policy
- Media Involvement and Public Statements Policy

POLICY REVISION HISTORY:

Date:	Modifications:	Approved By:
April 30, 1988	Initial	Board
Dec 2000	No change in content	Board
May 2017	Revised and renamed from 'Professional Conduct Policy'	Board
Nov 29, 2017	Revised	Board
June 26, 2019	Revised	Board
Nov 12, 2025	Reviewed- no change in content	Board

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