



SECTION: Human Resources

POLICY: HR 04

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PROFESSIONAL CODE of CONDUCT

Preamble

Contact Brant is committed to providing a safe, healthy workplace that promotes a high level of job satisfaction and a respectful, collegial atmosphere. It is a shared responsibility of all employees to work towards the constant improvement of the workplace.

To assist Contact Brant in maintaining an exemplary work environment, it is required that all employees conduct themselves in an ethical and professional manner, at all times. Contact Brant employees are also required to manage their time wisely and not participate in any 'time theft'. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of Contact Brant. Employees who are chronically absent or tardy adversely affect productivity and staff morale, thus diminishing the quality and level of normal business operations.

Guidelines for the acceptable conduct and behaviour of employees support the orderly operation of any business, for the benefit and protection of the rights and safety of employees and clients, and the protection of the corporation's assets and reputation.

The policy promotes an understanding of what is considered acceptable and unacceptable conduct and behaviour. It sets the expectation for staff conduct and behaviour that is professional and appropriate, and supports consistency throughout the agency. The purpose of this policy is to encourage consistent self-discipline and corrective action in the event of undesirable or unacceptable conduct, behaviour, or violations of policies, procedures, or standards of practice.

POLICY

Employees, students and volunteers will conduct themselves in an ethical and professional manner at all times, and will govern their conduct and behaviour to ensure they do not negatively affect the services or reputation of Contact Brant. Contact Brant is committed to providing a professional workplace that aligns with the agency's stated vision and values.

Contact Brant prohibits the use of alcohol, recreational marijuana, and other substances while working and at agency-supported social events. Employees are expected to report to work able to perform their duties and not be impaired by the effects of alcohol, medications, cannabis or any other substance that may impair judgement to performance.

There is zero tolerance for abuse.

Repeated, willful or inexcusable breaches of policies, standards of operating practices, or normal business ethics are not acceptable.

PROCEDURE

1. Employees are responsible for performing their work in a competent manner and displaying conduct and behaviour that is consistent with agency policies, practices, and values as well as legislation.
2. Employees are expected to report to work and be able to perform their duties safely and to standard, and remain fit for the duration of their workday. Employees shall not be impaired by the effects of alcohol, medications, recreational cannabis, or any other substance that may impair judgement to performance.
 - If an employee is taking a prescription or over the counter medication that could impair their job performance, the employee must report this treatment to the Chief Executive Officer. Medical marijuana will be treated the same as all other medically approved prescriptions.
 - Employees cannot consume cannabis recreationally at work, cannot use cannabis in a vehicle, cannot attend or perform work while high, and cannot smoke or vape cannabis in enclosed workspaces or where other employees frequent, as per legislation.
 - Employees must let the Chief Executive Officer know of any needs for physician-ordered accommodations in the workplace, and cooperate in any accommodation process.
3. Employees are responsible for notifying the Chief Executive Officer, or alternate, of absence for each day or any part of a day that the absence occurs or is planned, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work.
4. Employees are responsible for notifying the Chief Executive Officer of any criminal charges or convictions under the Criminal Code of Canada. Employees will annually be required to submit an Attestation Declaration to the Chief Executive Officer stating the status of any convictions. (Also refer to Hiring Policy HR 01).
5. Employees are responsible for notifying the Chief Executive Officer if they believe a co-worker is impaired at work. Ideally, an employee will acknowledge their condition, seek help voluntarily, and not require intervention; however, barriers to self-reporting include denial of condition, stigma, fear of job loss, and other ramifications. Therefore, colleagues play an important role in helping the impaired employee get into treatment by reporting any suspicion to the Chief Executive Officer. The CEO will “Inquire not Fire” based on a co-worker’s reported concern. Signs and behaviours associated with substance use include:
 - Severe mood swings, personality changes
 - Frequent or unexplained tardiness, work absences, illness or physical complaints
 - Elaborate excuses
 - Underperformance
 - Difficulty with authority
 - Poorly explained errors, accidents or injuries

- Wearing long sleeves when inappropriate
- Confusion, memory loss, and difficulty concentrating or recalling details and instructions
- Visibly intoxicated
- Refuses drug testing
- Ordinary tasks require greater effort and consume more time
- Unreliability in keeping appointments and meeting deadlines
- Relationship discord (e.g., professional, familial, marital, platonic)
- Physical indications (e.g., track marks, bloodshot eyes)
- Deterioration in personal appearance
- Significant weight loss or gain
- Discovered comatose

6. Appropriate conduct and behaviour: Each employee is responsible for conducting themselves professionally, which includes but is not limited to:

- Adherence to policies and procedures as well as legislation
- Competent performance of all job duties assigned
- Prompt, regular and full attendance at work
- Arrival at work fit for duty and able to perform their duties safely and to standard, as well as remain fit for duty for the duration of their workday
- Courtesy to and respect for co-workers, clients, and community members
- Contributing to a respectful and safe work environment
- Wearing appropriate business attire for the job performed
- Working towards the constant improvement of the workplace, and a respectful, collegial atmosphere
- Personal business limited to breaks and lunch time, including but not limited to, phone calls, texting, visitors, internet searches
- Contributing to employee morale and enhancing service provision by managing absenteeism which has a negative effect on other employees who perform the duties of their absent colleagues
- Following professional conduct standards including, but not limited to, fairness, honesty, impartiality, avoidance of misrepresentation, not exploiting clients, seeking consultation when appropriate, and self-awareness of personal values that may affect attitudes and behaviour.
- Although can have and use medical cannabis with medical authorization, employees must inform the CEO including usage confirmation and the amount for their medical need.

7. Inappropriate conduct and behaviour: To preserve the core values and business principles of Contact Brant, a list of unacceptable conduct and behavioural actions includes, but is not limited to the following:

- Misuse of confidential information
- Disorderly, immoral, or indecent conduct
- Violation of health and safety practices, policies and procedures or legislation
- Use or being under the influence of alcohol, recreational cannabis, or prohibited substances while working, as well as use outside of work that adversely affects Contact Brant's regard or reputation in the community

- Failure to report to management the use of any prescribed drug which may potentially impair the employee's ability to safely perform their duties
 - Poor or careless work, or lack of attention to duties assigned
 - 'Time theft' which is the use of paid time for non-work activities including but not limited to sleeping, gambling, conducting personal business, personal socializing, personal social media communication (texting, Facebook, Twitter, etc.), excessive personal use of telephones and internet, or other activities unrelated to the employee's role at Contact Brant
 - Unacceptable attendance including, but not limited to, unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness
 - Theft, including physical and intellectual properties and/or falsification of records
 - Job abandonment
 - Using obscene or abusive language
 - Insubordination
 - Failure to meet stated goals, objectives and/or performance competencies required for a position
 - Wilful neglect, damage, destruction, or unauthorized use of Contact Brant property, other employee's property, or leaseholder's property
 - Possession of a weapon while on company premises or during work time
 - The use, possession, sale, manufacture or dispensation of any illegal drug, recreational cannabis, alcohol, or associated paraphernalia
 - Cannot smoke or vape medical cannabis in enclosed workspaces or in outdoor areas other than the agency-designated area
 - Accepting gifts, favours or gratuities from organizations, employees, or other individual who may conduct business with Contact Brant, with the exception of small tokens of appreciation if approved by the employee's manager
 - Causing physical harm to another person
 - Abuse, which may include harassing, threatening, intimidating, or coercing toward any other employee, volunteer, client, partner agency provider, or member of the public.
 - Repeated, wilful or inexcusable breaches of policies, standard of operating practices, or agency values.
8. The Chief Executive Officer is responsible for training, counselling and coaching employees to understand the expectations of the agency and the improvements that are necessary to achieve the desired level of performance and/or behaviour. The Chief Executive Officer is also responsible to ensure this policy is applied objectively, promptly, and consistently to all employees.
- Contact Brant can request a doctor's determination that the amount of medically-prescribed cannabis consumed will not interfere with job performance or workplace health and safety, and declare the employee fit to work

- Contact Brant has the right to require testing for impairment in situations that include for cause and safety-sensitive positions.
 - Contact Brant will provide a designated area for employees to smoke/vape medical cannabis that is separate from where employees smoke, and will request the employee to ask their doctor if there is an alternative method of consuming the medical cannabis
9. Unacceptable professional conduct or behaviour will result in disciplinary action up to and including termination according to the Progressive Discipline Policy.