

SECTION: Human Resources

POLICY: HR 15

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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. It is also important for employees to project a professional image to clients, co-workers, visitors, and guests, and are expected to dress in a manner consistent with the nature of the work they perform.

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently and effectively. Employees have a responsibility to Contact Brant and to their colleagues to adhere to certain rules of behaviour and conduct. The purpose of these rules is be certain that everyone understands what conduct is expected and necessary. When each person is aware that they can fully depend upon coworkers to follow the rules of conduct, then Contact Brant will be a better place to work for everyone. This will support the orderly operation of our 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.

Contact Brant expects employees to use common sense and good judgment. Any conduct which is dishonest, illegal or unauthorized will not be tolerated and may be grounds for disciplinary action up to and including immediate termination of employment for cause. Any violations of the established professional conduct may result in disciplinary action.

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.

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

Contact Brant is committed to providing a professional workplace that aligns with the agency's stated vision and values.

Employees 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.

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. Contact Brant prohibits the use of alcohol, recreational marijuana, and other substances while working and at agency-supported social events.

There is zero tolerance for abuse.

Repeated, willful or inexcusable breaches of policies, standards of operating practices, or normal business ethics are not acceptable and may result in disciplinary action.

PROCEDURE

1. Dress Code: It is important for all employees to project a professional image to clients, prospective clients, visitors, and guests, and as such, employees are expected to dress in a manner consistent with the nature of the work they perform.
 - 1.1. Employees who are inappropriately dressed in the opinion of management may be sent home and required to return to work in acceptable attire. Time spent away from work for this purpose may be unpaid, to be determined in the Organization's sole discretion.
 - 1.2. Employees are expected to maintain acceptable standards of personal grooming and hygiene while performing their duties, including avoiding wearing perfumes or colognes, and any personal practices or preferences that may prove offensive to others.
2. Examples of unacceptable conduct include, but are not limited to:
 - Any conduct which could injure or adversely affect client's or the agency's operations;
 - Failure or refusal to follow a Supervisor's instructions;
 - Failure, refusal or inability to properly and competently perform assigned work despite Contact Brant's efforts to assist;
 - Repeated unexcused absences or tardiness;
 - Unauthorized absence from work on one (1) or more days, i.e., no call/no show;
 - Breach of employee's duty of loyalty to Contact Brant, including but not limited to any actions that are known or ought reasonably be known to be detrimental to the agency's efforts to operate successfully;
 - Negligence or any careless action which endangers the life or safety of the employee or another person;
 - Unauthorized use or disclosure of confidential information including any client information; giving confidential or proprietary agency information to other organizations or to unauthorized employees; working for a competing business while an employee Contact Brant; breach of confidentiality of personal information;
 - Malicious gossip and/or spreading rumours; engaging in behaviour designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same;

- Violation of any policies or procedures;
 - Misuse, destruction, damage, or theft of the agency's, a client's, or any other individual's property whether on Contact Brant, client or other property;
 - Unauthorized personal use of Contact Brant's property or a client's property;
 - Soliciting or accepting tips or other gratuities from clients, vendors, suppliers, or others;
 - Falsification or misuse of any client, employment, or other records including time records, expense records, and employment applications; and
 - Gambling on Contact Brant premises.
3. Employee Responsibilities: Employees are responsible for performing their work in a competent manner, using common sense and good judgment, and displaying conduct and behaviour that is consistent with agency policies, practices, and values as well as legislation.
- 3.1. Employees are expected to report to work able to perform their duties safely and to standard, and remain fit for the duration of their workday.
 - 3.2. 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 their Supervisor. Medical marijuana will be treated the same as all other medically approved prescriptions.
 - 3.3. 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.
 - 3.4. Employees must let their Supervisor know of any needs for physician-ordered accommodations in the workplace, and cooperate in any accommodation process.
 - 3.5. Employees are responsible for notifying their Supervisor, or alternate, of absence for each day or any part of a day that is planned or unplanned, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work.
 - 3.6. Employees are responsible for notifying their Supervisor 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.)
 - 3.7. Ideally, an employee will acknowledge if they are impaired at work, seek help voluntarily, and not require intervention; however, barriers to self-reporting include denial of condition, stigma, fear of job loss, and other ramifications.
 - 3.8. Employees are responsible for notifying management if they believe a co-worker is impaired at work. Colleagues play an important role in helping the impaired employee get into treatment by reporting any suspicion.
- Signs and behaviours associated with substance use include:
- Severe mood swings, personality changes
 - Underperformance

- Frequent or unexplained tardiness, work absences, illness or physical complaints
- Elaborate excuses
- 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

4. Management Responsibilities:

- 4.1. Management 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.
- 4.2. Management is responsible to ensure policies, including this policy, are applied objectively, promptly, and consistently with all employees.
 - Unacceptable professional conduct or behaviour will result in disciplinary action up to and including termination according to the Progressive Discipline Policy.
- 4.3. 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
- 4.4. Contact Brant has the right to require testing for impairment in situations that include for cause and safety-sensitive positions.
- 4.5. 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