

Code of Conduct

Author:	Anti-Racism, Diversity, Equity and Inclusion Policy Task Team	Approval Date:	August 3, 2021
Issued By:	Anti-Racism, Diversity, Equity and Inclusion Committee	Effective Date:	September 1, 2021
Approved By:	Brad Saunders, CEO	Next Review Date:	August 1, 2022

1) POLICY

This Code of Conduct outlines the expected behaviours and attitudes for all Community Living Toronto (CLTO) employees, volunteers and students.

It is based on the organizational values of inclusion, choice and diversity and promotes respect, equity and belonging.

The purpose is to set the expectation for employees, volunteers and students' interactions with individuals served, families, colleagues, members of the community and others with whom we interact. These are to be adhered to at all times and in all settings, demonstrating commitment to our values and enhancing confidence and trust in CLTO.

Violation of the Code of Conduct may result in discipline up to and including termination.

What is Expected

The following is expected of CLTO employees, volunteers and students:

- Be an ally, support people who are in a minority group or who are discriminated against even if you do not belong to that group
- Be kind and show you care
- Be honest and act with integrity
- Take responsibility for your actions or lack of action
- Be open to differing opinions
- Demonstrate respect for others and respect differences
- Act with empathy
- Take time to listen and communicate with compassion
- Keep confidential information private
- Be present and engaged to fulfill your duties
- Foster innovation, encourage new ideas and work together to collaborate

What is Unacceptable

The following conduct is not acceptable and will not be permitted:

- Racist, homophobic or discriminatory language, behaviour or attitudes
- Bullying, acting or communicating in a tone in that is intimidating or belittling to others
- Conducting yourself in a way that is dangerous to others, including verbal abuse, fighting or having dangerous weapons in your possession
- Sleeping or otherwise inattentive to duties while on the job
- Conducting personal business or work while on CLTO time

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- Lending, borrowing, gambling with, or accepting money/gift cards from individuals in service
- Using your position to gain special privileges or personal benefit
- Excessive lateness or unauthorized absenteeism
- Neglect, destruction or unauthorized use of CLTO property, equipment and/or supplies
- Reporting for work while impaired or under the influence of alcohol or drugs

2) **SCOPE** - All employees, volunteers (including Board Members) and students

3) **DEFINITIONS** – N/A

4) **DOCUMENT ACCOUNTABILITY**

Human Resources are responsible to maintain the policy, Supervisors/Managers and Directors are responsible to ensure employees understand and are in compliance with this Key policy.

5) **RELATED FORMS & TOOLS**

a) **Associated Policies**

- 09-02-01 Corrective Discipline
- 03-02-01 Discrimination, Harassment and Mutual Respect
- 09-04-01 Dangerous Weapons
- 06-06-01 Prevention and Reporting of Abuse of Persons Supported
- 06-23-01 Management of Finances for Individuals in Residential Services

6) **REVISION HISTORY**

Version #	Date of Revision	Person Revising (Name & Position)	Description of Change
1.0	October 19, 1992		
2.0	June 10, 2010		
3.0	August 3, 2021		Reflect current expectations, CLTO values, diversity, equity and inclusion