

Code of Conduct for Families and People Supported

Author:	Supports and Services	Approval Date:	August 3, 2022
Issued By:	Joe Passaretti, Sr. Director Operations	Effective Date:	September 1, 2022
Approved By:	Brad Saunders, CEO	Next Review Date:	August 1, 2023

1) POLICY

This Code of Conduct outlines the expected behaviours for people supported by Community Living Toronto (CLTO) as well as to their parents, caregivers, visitors, and substitute decision makers (referred to as “Family Members”).

Similar to CLTO’s Code of Conduct for Staff, this is based on the organizational core values of inclusion, choice and diversity and promotes respect, equity and belonging.

The purpose is to promote an understanding of acceptable and unacceptable conduct and behaviour towards the CLTO staff, volunteers and other people supported. It is meant to set the expectation for individuals’ and families’ interactions with employees, volunteers and students’ and other people in service. These are to be adhered to at all times and in all settings, demonstrating commitment to CLTO’s values and enhancing confidence and trust in CLTO.

This policy will be reviewed with all people supported and their family members on intake and/or as part of their Person Directed Planning (at least annually) or Plan of Care Review process every six months. This document may be included as part of a service agreement.

What is Expected

Family members are expected to:

- Support CLTO in maintaining a safe and respectful environment for people supported its staff and its volunteers
- Be respectful to all CLTO staff, volunteers and individuals supported at all times
- Respect and comply with all applicable federal, provincial and municipal laws
- Respect differences in people, their ideas and opinions
- Respect the rights and needs of others
- Refrain from using profanity, inappropriate and/or aggressive language on CLTO premises and /or towards CLTO staff, volunteers and individuals supported
- Respect and comply with CLTO practices related to Privacy and Confidentiality, the Complaints Process, and use of Social Media;
- Cooperate with investigations, protocols, and procedures designed to address and prevent misconduct and ensure a healthy and safe environment for all stakeholders.

What is Unacceptable

Unacceptable conduct includes, but is not limited to:

- Racist, homophobic or discriminatory language, or behaviour;
- Threats (verbal and/or physical) or harassing behaviour towards CLTO staff, volunteers and people supported;
- Bullying, including cyber bullying and written communication;

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- The use of aggressive, threatening and/or offensive oral communications, including the use of profanities in in-person conversations, texts, voicemail messages or other forms of communication and social media;
- Causing physical harm to another person;
- The use of alcohol or illicit narcotics on CLTO premises that adversely affects CLTO staff, volunteers and people supported;
- Disruptive behaviour which interferes or threatens to interfere with CLTO operations;
- Conduct that is harmful or hurtful to morale and/or the mental well-being of others;
- Discriminatory conduct towards any CLTO staff, volunteer or people supported; and
- Disorderly, immoral or indecent conduct.

A violation of this Code of Conduct may lead to:

- CLTO conducting investigations (which may include use of a third parties), implementing communications protocols or otherwise imposing procedures in relation to access to CLTO premises and interactions with CLTO personnel to prevent future violations, including those outlined in CLTO's Workplace Violence, Harassment & Discrimination Prevention Program.
- CLTO contacting the appropriate authorities, including but not limited to, the police, and the Office of the Public Guardian and Trustee.
- CLTO pursuing legal remedies.
- Where other resolutions fail, collaborating with third party agencies to explore alternative service and support options outside of CLTO for people supported.
- Where other resolutions have failed and all alternative planning has been exhausted, CLTO reserves the right to terminate service

2) **SCOPE** - People Supported and their parents, caregivers, visitors, and substitute decision makers (referred to as "Family Members")

3) **DEFINITIONS** – N/A

4) **DOCUMENT ACCOUNTABILITY**

Service Stream Directors are responsible to maintain the policy. Program Supervisors and Managers are responsible to ensure that people supported and/or their Family Members understand and are in compliance with this key policy.

5) **RELATED FORMS & TOOLS**

a) Associated Policies

- 06-21-06 Complaints Process
- 06-25-02 Rights and Responsibilities for Families and People Supported
- 09-01-01 Code of Conduct for Staff
- 09-04-01 Dangerous Weapons

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- 11-05-02 Workplace Violence, Harassment & Discrimination Prevention Program

b) Associated Forms and Tools

- 06-21-06A Children's Statement of Rights & Complaints Form
- 06-21-06B Complaints Process Flowchart
- 11-05-02A Workplace Violence, Harassment & Discrimination Incident Report Form
- 11-05-02B Workplace Violence, Harassment & Discrimination Investigation Form

6) REVISION HISTORY

Version #	Date of Revision	Person Revising (Name & Position)	Description of Change
1.0	New		Reflect service agreements and CLTO values and Staff Code of Conduct