FAMILY VISIONS INCORPORATED
POLICY AND PROCEDURE MANUAL

POLICY: **CODE OF CONDUCT: BOARD DIRECTORS, VOLUNTEERS AND STAFF**	POLICY NO: GEA-003	PAGE 1 of 7
	DATE ISSUED: February 2022	PREVIOUS POLICY DATE/NAME: BDA01-10, HR03-50
		RELATED DOCUMENTS: HR03-60 HR03-230 S101-20 Volunteer MB Board Policy Resource Package.
APPROVED BY: Board of Directors	DISTRIBUTION: Board Policy	

PURPOSE:
The code of conduct identifies Family Visions Inc. (FVI) organization's Vision, Mission and Values and the standards of professionalism, conduct and confidentiality Family Visions Inc. expects from all Board of Directors, Staff and Volunteers.

PRINCIPLES:
1. All Board members, Volunteers and Staff must serve and be seen as serving the best interests of Family Visions Inc. in good faith and in a conscientious manner.
2. As organizational leaders it is essential board members lead by example though meeting the high standards of their position.

DEFINITIONS:
The Code of Conduct and Confidentiality Policy defines Family Visions Inc. expectations of how the Board of Directors, Staff and Volunteers will conduct themselves during business and while working with others including those who are vulnerable. In this policy, Staff refers to all Board of Directors, Staff, and Volunteers.
Respect: giving due consideration for the feelings, rights, and desires of others
Integrity: adherence to ethical values
Discrimination: prejudicial treatment of people based on grounds protected under the Manitoba Human Rights Code.

Policy:
Family Visions Inc. Board of Directors, Staff and Volunteers shall:
- Act at all times in full compliance with both the letter and the spirit of all applicable laws including human rights and anti-discrimination legislation.
- Protect the confidentiality and assets of the organization through strict control of information, including confidential information, which may come into their possession in the course of their work/duties. Such information shall not be disclosed to person(s) who are not authorized by Family Visions Inc. organization to receive it.

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- Shall follow Family Visions Inc. social media policies.
- Promote the organization's activities in a positive and professional manner: both externally and internally.
- Strive for open communication with other Board Members, other staff members, volunteers, and other contacts.
- Family Vision Board members, Staff and other volunteers will attend all meetings, i.e. board, staff, committee and information meetings as required and come prepared to said meetings.
- Make themselves aware of and follow organizational policies at all times including conflict of interest and confidentiality.
- Always conduct themselves with proper business etiquette as ambassadors of Family Visions Inc. organization.
- Promote ethical behaviour within the organization and empower Board members, Staff and Volunteers to report violations of laws, rules and this policy.
- Not discriminate in any way based on race, ancestry, including color and perceived race, nationality or national origin, or ethnic background or origin, religion, or creed, or religious belief, or religious activity, age, sex including sex determined characteristics or circumstances, such as pregnancy, the possibility of pregnancy, or circumstances related to pregnancy, sexual orientation, gender identity or expression, marital status, family status, source of income, political belief, political association or political activity, physical or mental disability or related characteristics or circumstances, including reliance on a service animal, a wheel chair, or any other remedial appliance or device, social disadvantage, genetic characteristics, or a conviction for which a pardon has been granted or a record suspended.
- Not participate in any form of harassment, interpreted as unwelcome conduct, comment, gesture, contact, or intimidating and offensive behavior likely to cause offence or humiliation. Any form of this behaviour will not be tolerated.
- In communication with outside parties (including the media, government officials, suppliers, funders, stakeholders, etc.) Board of Directors, Staff and Volunteers are allowed to communicate only with specific authorization on behalf of Family Visions Inc.

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- Board Members and Volunteers shall follow the meeting rules of the FVI Board.
- Publicly support the FVI Board decisions even if one's own view is a minority one.
- Conduct in the area of handling funds and fundraising – Board, Staff and Volunteers - shall be done in an ethical manner and follow the direction of the organization's fund-raising and financial policies.

PROCEDURE:

- All board members, staff, and volunteers must complete a Criminal Record Check (CRC) and an Adult Abuse Registry Check (AARC) both of which can be completed on line. The CRC can be completed in person at Brandon Police Services or a RCMP detachment and the AARC can be completed in person at FVI.
- Criminal Record Check must be maintained by board members, staff, and volunteers by renewing those checks as described every three years.
- The Executive Director will maintain a record of checks required and renewal dates for the purpose of advising individuals of the need for renewal.
- Any changes to the status of a Criminal Record Check (CRC) and Adult Abuse Registry Check (AARC) must be reported to the Executive Director including the instance of an incomplete investigation.
- All board members, staff, and volunteers must sign an FVI Confidentiality Agreement and a an FVI Code of Conduct Agreement at the start of each fiscal year April to March.
- Any employee of FVI to have an alleged breach of conduct shall have the matter brought to the attention of the Executive Director or designate. If the alleged breach of conduct is in regards to the Executive Director, it shall be brought to the attention of the FVI Board Chairperson. The Executive Director will ensure compliance has been followed using the Types of Disciplinary Action outlined in this policy as a standard for the level of discipline required. In the case of the Executive Director's breach the FVI Board Chairperson will ensure compliance has been followed using the Types of Disciplinary Action outlined in this policy as a standard for the level of discipline required.

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- Any board member or ad hoc volunteer to have an alleged breach of the code of conduct shall have the matter brought to the FVI Board Chairperson's attention. If the alleged breach of conduct is in regards to the FVI Board Chairperson, it shall be brought to the FVI Board Vice-Chair's attention.
- A board member may be dismissed from the board as outlined in Family Visions Inc. Bylaws.

Family Visions Inc. Staff, who are in an alleged breach of the code of conduct, shall face the following disciplinary action:

BEHAVIOUR WARRANTING DISCIPLINARY ACTION

All employees of Family Visions Inc. will treat all people associated with the agency including Supported Individuals, their families, co-workers, managers and supervisors, the Board of Directors, suppliers, external supports, and volunteers in a respectful and thoughtful manner and will handle all agency owned, rented, or held property with due care and caution. Abuse or misuse of people, belongings, property, or employed time will not be tolerated.

There are many types of abuses to people, such as:

1. Physical/Sexual Abuse
2. Emotional Abuse
3. Neglect
4. Exploitation

Family Visions Inc. will not tolerate any form of abuse as it is defined in the Residential Care Licensing Manual, Subject 8.2, Section 20. Abuse of personal or agency property or employed time, and/or unacceptable personal conduct and negative interaction with other people will not be tolerated by Family Visions Inc. and will result in disciplinary action.

Misconduct requiring disciplinary action can include, but are not limited to the following:

- Abuse of time during work hours.

- Being under the influence of alcohol or restricted substances, narcotics, or non-potable substances (i.e.: vanilla, aftershave, etc.) and/or willfully engaging in any activity that impairs judgement while on duty.
- Borrowing money from the Supported Individuals, the household, or other monies
- Breaching any policy or directive of the Employer
- Deliberately restricting or hampering the plans of the Supported Individuals
- Failing to meet an expectation communicated to the employee by the Employer
- Failure to follow job instruction, verbal or written, or failure to follow protocol
- Falsifying records or reports
- Habitually tardy or absent from work
- Immoral or indecent conduct
- Insubordination
- Interfering with another employee's performance of duties

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- Making false, vicious, or malicious statements about an employee(s), Supported Individual(s), the Employer, or the Agency
- Provoking, instigating, or fighting with a Supported Individual
- Provoking, instigating, or fighting with co-workers or members of the community while on duty or Agency held property
- Sleeping on the job during times that sleeping is prohibited
- Smoking, except in specified areas at specified times
- Theft from Supported Individuals, the Agency, or co-workers
- Threatening, intimidating, coercing, bullying, or interfering with duties of fellow employees
- Unauthorized possession of firearms or explosives on Agency held property
- Undeclared conflict of interest
- Willfully misusing, destroying, or damaging property belonging to Supported Individuals, other employees, or the Agency

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TYPES OF DISCIPLINARY ACTION

It is the intention of the employer that the purpose of discipline is to be remedial with the goal of correcting attitudes or conduct, which interfere with proper and efficient operations and with harmonious relations with others. However, progressive discipline will be used to reinforce expectations for positive behaviour while providing harsher consequences for repeated misbehaviour. Progressive Discipline will usually occur in the following manner:

1. **Team Leader Intervention:** A Team Leader will have a conversation with a staff to address their misconduct with a view to reinforcing expectations and coaching the employee on appropriate conduct Should a staff repeat the infraction the Team Leader will submit an Internal Report to the Program Director and Executive Director. If the misconduct is abusive in nature or a criminal act the Team Leader is to verbally report the staff to the Agency's 24 hour On Call service for immediate attention. In the instance where a residence does not have a Team Leader it will be the responsibility of the residences Program Director to do the intervention.
2. **Verbal Warning/Reprimand** – Where the misconduct is repeated, the Program Director/designate will be notified and will interview the employee with a Union rep present to discuss the conduct or offence for which discipline may be warranted. Upon conclusion of the interview, and provided that the Program Director determines there is cause for discipline, the Program Director will provide a verbal reprimand to the employee in the presence of their Union rep and record the reprimand on the employee's personnel file.
3. **Written Warning** – When a continued or more serious misconduct misbehaviour occurs, the Executive Director/designate with a Union rep present shall meet with the employee and interview them about their conduct. Upon conclusion of the interview and provided that the Executive Director determines there is just cause for discipline, the Executive Director will meet with the employee and their Union rep to read the Written Reprimand, which will clearly state the offence, the disciplinary action to be taken, and a warning against any similar future misconduct, along with the potential consequences of future misconduct. A copy of the written reprimand will be placed on the employee's file.

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4. **Suspension** – An employee who is found to have repeated misconduct or who engages in serious misconduct may be suspended with or without pay, depending on the seriousness of the continued misconduct or offence. After conducting an investigation, the Executive Director/designate will meet with the employee in the presence of their Union rep and serve notice of suspension and its duration on the employee. The notice will include a description of the misconduct, and where applicable the prior discipline, that justifies the suspension and will reinforce the Employer's behavioural expectations for the employee. The notice will also serve as a final warning to the employee that future misconduct of the same nature will result in dismissal for just cause. Record of the suspension will be placed in the employee's personnel file.
5. **Termination of Employment** – The employment shall be terminated only when other corrective action has failed or when the seriousness of the offence or misconduct warrants dismissal. In this case, the employee is subject to immediate dismissal without pay for just cause. After conducting an investigation, the Executive Director/designate will meet with the employee, in the presence of their Union rep, and serve a written letter of dismissal on the employee describing the misconduct amounting to just cause for dismissal. The letter of dismissal will be placed on the employee's personnel file.

Whereas progressive discipline is intended to follow a series of steps to correct misconduct, the starting point on the steps depends on the nature of the misconduct. The response to misconduct must be proportional to its seriousness. More serious misconduct may result in the employer starting with a written reprimand, suspension or even termination.