

## **1.8 BACI Code of Ethics**

### **Overview**

Ethical dilemmas arise when our values are in conflict. We face many instances where simple answers are not available to resolve ethical issues. The BACI Code of Ethics reflects the Association's values, the principles governing our behaviour, the standards expected of us, and our commitment to choosing the best course of action.

All individuals who owe a responsibility to the organization and the people we serve, including employees, Board members, and volunteers must adhere to our Code of Ethics.

The BACI Code of Ethics was created with input from the people we serve, families, Board members, and employees. To ensure the Code is relevant and meaningful, it is reviewed by the Board of Directors annually. However, the Board of Directors will commence a more in-depth review and consultation by organizing a committee representative of all stakeholder groups to review the Code of Ethics every three years.

### **Reporting and Investigating a Breach of the Code of Ethics**

BACI considers a breach of the Code of Ethics a very serious matter that must be resolved as soon as possible. Employees, Board members and volunteers must immediately report any breach of the Code of Ethics. Breaches may be verbally reported to the appropriate person. However, there may be incidences when the breach will be requested, or is required, in writing. The person receiving the report will confirm this with the person reporting the breach.

The person making the report will not face reprisal for making the report, unless the action is malicious or knowingly false. If the person does not report any known actions or incidences that breach the Code of Ethics, the person will be enabling the action and, therefore, subject to disciplinary action or sanction (depending on the person's role within BACI).

For all allegations related to a breach of the Code of Ethics, an investigation will be initiated within a maximum of 14 days of the report submitted, and completed within 30 days unless there are extenuating circumstances. The investigation and information will remain confidential.

Employees must submit the report to their immediate supervisor, unless the allegation is against the supervisor. In this case, the report must go to the person of higher authority responsible for the supervisor.

The person who receives the report is responsible to forward the complaint to the Executive Director. The Executive Director will review the complaint and determine who will conduct the investigation and make recommendations to resolve the matter.

If the allegation is against the Executive Director, the report must go directly to the BACI Board.

Volunteers must report to the Senior Manager of Human Resources & Quality Assurance. If the allegation is against the Senior Manager, the report must go directly to the Executive Director.

Board members must report to the President. If the allegation is against the President, the report must go to the other members of the Executive Committee.

## **When a Breach of the Code of Ethics Occurs**

If an employee breaches the Code of Ethics, the allegation will be resolved through either the conflict resolution process or progressive disciplinary process.

If a volunteer breaches the Code of Ethics, the allegation will be resolved through either the conflict resolution process or they may no longer be able to volunteer at BACI.

If a Board member breaches the Code of Ethics, the allegation will be resolved by the Board Executive Committee as per the Board Governance Manual.

## **The Burnaby Association for Community Inclusion – Code of Ethics**

### **1. Guiding Principles**

As a Board member, employee, or volunteer, my interactions with the people I serve are guided by the following set of principles:

I will recognize the inherent rights and value of every person.

I recognize that all people with disabilities share the same basic human rights as well as the same rights and responsibilities as other citizens. I will treat all people in a fair and equal way.

I will recognize and treat each person as an individual. I recognize that all people are unique. Every person has gifts and limitations. Each person must be seen and treated as an individual and with respect. I will respect and be sensitive to individual differences and cultural and ethnic diversity. My support will be inclusive and non-discriminatory to the individual regardless of age, colour, ability, ethnicity, gender, religion, sexual orientation, marital status, and/or socioeconomic status.

b) I will recognize that family and friends are of utmost importance in the lives of the people whom we support.

I am committed to making sure that all of the people that I support have family and friends in their lives. Friends and family are an extremely important part of our lives. People with networks are usually more valued and safer in the larger community.

Personal relationships can add joy to people's lives, make their lives more satisfying, and make people less vulnerable..

c) I will encourage and support the people we support to make their own decisions.

I will ensure people can say or show what they want, make sure that they have choices, and respect those choices. My goal is to involve the people I support in making decisions and to make sure that they have enough information to make choices themselves. Making choices and decisions may lead to taking risks, to being responsible for those decisions and to learning from those experiences. I will ensure that the people I serve have family, friends, and professionals (if requested or necessary) involved in making decisions that affect their lives.

d) I recognize that all people have a right to take part in and belong to their community and will support them to participate in their community.

I am committed to working toward a community in which people are neither labeled nor excluded. All people have the right to belong in their community and they should be valued for the gifts that they bring to their community.

e) I believe all people should lead self-determined lives. I will provide support to increase the person's growth, independence, access, and ability to control their life. I will provide support that enables the person to achieve their hopes, dreams, and goals.

f) I will ensure my relationship with the people and/or families I serve is always to their benefit. I recognize the potential vulnerability of the individuals and families I serve as well as the potential power imbalance in a staff relationship. As a paid support, I will ensure my personal interests do not influence or direct my judgment and decisions when supporting individuals and or families. I will not exploit the individuals' and or families' trust and dependency in a way that might compromise them personally or financially. Furthermore, I will ensure my actions adhere to BACI's Conflict of Interest Policy.

g) I will familiarize myself with the 'Disability Confidence Policy' and conduct myself in ways that promote disability confidence within BACI.

BACI is a disability confident organization and as such endeavours to ensure that all areas and levels of the organization are fully accessible to, and inclusive of, people of all abilities. BACI operates in ways that promote and honour the full participation of people with disabilities as volunteers, employees, Board members, funders, families, donors, business partners, advocates and community leaders.

## **Ethical Standards – Association**

All actions conducted by the Association's Board, staff and volunteers are governed by the following ethical standards:

### **Duty Under the Law**

I accept my responsibility to know and to comply with the laws which govern all of our actions and decisions. Beyond observing the letter of the law, I am committed to complying fully with the intent of the law. Where ethical conduct demands that I do more than the minimum mandated by the law, I will do more than the law requires.

### **Corporate Citizenship**

The Association makes an essential contribution to the health, diversity and sustainability of our community. We are committed to creating a more inclusive and accessible society through community development, advocacy and service delivery.

I will exercise my responsibilities of citizenship and contribute to creating a healthy and vibrant society that includes all people.

### **Business and Financial Practices**

In dealing with members, funders, partners, other societies and businesses, and members of the general public:

I will conduct myself with openness, honesty, integrity and fairness.

I will employ only ethical means to achieve the Association's goals.

I will be truthful and accurate in all public statements and promotions concerning the services, programs or any other aspect of the Association.

I will not disparage or demean other professionals, agencies or organizations or the quality of service that they provide.

### **Gifts or Personal Gain**

I understand that I am not permitted to accept a personal gift or benefit from a relationship with an individual, business, or organization directly or indirectly related to BACI. I will never receive or imply that gifts, gratuities, or personal/financial gain are a condition of obtaining services or service delivery in any capacity. However, I understand that stakeholders may give gifts as expressions of appreciation or when a naturally occurring deeper connection occurs within a relationship (i.e. friendship develops, long-standing and reciprocal relationship develops). I understand it is only acceptable to receive gifts when there is no creation of obligation, the gift only is modest in value and has no other implications (e.g. to influence a decision, implies other relationship expectations).

### **Disclosure of Information**

People receiving services, families, members, the public, funders and various government agencies have a right under the law to a broad range of information about the Association. I am committed to full and accurate disclosure required by the letter and the spirit of such laws.

### **Protection of Personal Information**

I will comply with the federal and provincial Privacy laws and requirements around requirements on disclosure of information.

### **Conflict of Interest**

The relationship of trust between the Association and a Director or an employee is violated when the Director or employee engages in a conflict of interest – that is when personal gain or benefits to another person or organization is put ahead of the interests of the people and families we serve or the Association. I will strive to avoid conflicts of interest but where they occur, I will disclose them to a person in authority so they may be remedied. (Conflict of Interest Policy)

### **Professional Care & Support**

I will maintain relationships that are both professional and caring towards the people and families I serve. Honouring their moral and legal rights and caring for people's well-being will demonstrate this. I am aware that power differentials exist and will never abuse or misuse the positions of power. I am committed to ensuring my own personal biases, values, and experiences do not inhibit or influence those of the people and families we serve.

### **Professional Boundaries**

I will ensure my relationship is always for the benefit of the persons I serve. I recognize the potential vulnerability of the people and families I serve. I also recognize the potential power imbalance in a staff relationship. As paid support, I will ensure my personal interests do not influence or direct my judgment and decisions when supporting people. I will not exploit the individuals' trust and dependency in a way that might compromise them personally or financially. Furthermore, I will ensure my actions adhere to BACI's Conflict of Interest Policy.

### **Human Resources**

I will comply with all provincial and federal laws requiring fair, non-discriminatory Human Resource practices. At no time will I discriminate against an applicant or colleague or other staff member on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, disability, gender, sexual orientation, or age.

### **Professional & Personal Development**

I will seek and maintain training and credentials to provide the best possible care for the people and families I serve. I will participate in on-going learning, reflective practice, consultation, continuing education, and self-care activities.

### **Marketing**

When marketing or communicating about BACI and its services, I will be honest and responsible – honouring commitments and statements made, and being accountable for any consequences and communication decisions. I will respect and protect all stakeholders' confidentiality, and will avoid any tactics or marketing strategies that devalue or portray any stakeholders in a disadvantaged or negative way.

I will be respectful of all stakeholders' needs and contributions, including potential competitors or external bodies, and will strive to meet those needs. I will also comply with and follow the expectations of both BACI's Social Media and its Media Relations policies when developing and implementing marketing strategies for BACI and/or our stakeholders.

### **Legal Documents**

Individuals and families will be referred to the appropriate legal services and or be encouraged to have unpaid support team members act as witnesses whenever signing legal documents. However, if needed, the Executive Directors or Senior Managers can witness legal documents.

### **Contractual Relationships**

I will endeavor to deal honestly and fairly with contractors. I will comply with all applicable laws and regulations regarding contractual management and development. I will engage in contractual relationships that are fair, respectful, and free of any manipulation, concealment, and misrepresentation. I will also comply with BACI's Contract Policy and Procedures.

### **Personal Fundraising**

I will not use my relationship or influence with BACI's stakeholders, including people receiving services, families, colleagues and community partners to solicit donations or sell products for personal fundraising purposes.

I will be cautious and mindful of engaging any stakeholder in personal fundraising activities because of the perceived conflict of interest. I understand all stakeholders must be free and independent to make decisions about financial purchases and engagements. I will never use pressure or persuasion tactics to influence participation in personal fundraising or gain.

### **Linking Policies:**

- 1.1 Vision & Mission Statements
- 1.2 Guiding Principles
- 1.3 Quality Assurance
- 1.3a Quality Assurance – Children's Services
- 1.5 Conflict of Interest Policy
- 1.6 Testifying in Court Policy

- 1.12 Accreditation Policy – Corporate Responsibility
- 1.18 Social Media Policy & Guidelines
- 1.19 Media Relations Policy
- 2.1 Accessibility Policy
- 3.10 Abuse & Neglect of Children Policy
- 3.11 Abuse & Neglect of Adults Policy
- 4.5 Bullying & Harassment Policy
- 7.1 Individual Support Planning Policy

**Linking Policies Continued:**

- 7.2 Personal Service Planning Policy
- 8.1 Privacy Protection for Individuals
- 8.4 Records Management
- 8.5 Internet Usage
- 9.1 Rights & Responsibilities of People
- 9.2 Family Involvement
- 9.3 Advocate & Friend Involvement
- 9.4 Promoting Friendships of People with Disabilities
- 9.5 Involvement in Decision-making
- 9.6 Personal Care Assistance
- 9.7 Behavioural Interventions

**Statement of Compliance**

I have read BACI’s Code of Ethics. I fully understand the terms of this document and agree to abide by them.

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(Board, employee, or volunteer name)

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(Date)

\_\_\_\_\_

(Witness)

\_\_\_\_\_

(Date)