

1.8 BACI Code of Ethics

Overview

BACI is committed to a society that includes all people. We believe that everyone should be treated with respect, equality and kindness. BACI strives to create clear and meaningful pathways to declare the values we stand for, and the actions needed to demonstrate or live those values.

A Code of Ethics is a set of standards and principles to help people live the values we aspire to honestly and with integrity. A Code of Ethics is intended to support decision-making and approaches to problems or challenges based on the organization's core values, practices, and beliefs which BACI holds.

All individuals who have a responsibility to the organization and the people we serve, including employees, Board members, and volunteers, must adhere to our Code of Ethics. BACI's expectation is that people will use this policy as a point of reflection and guidance to actions, decision-making, support, and conduct in their role and position at BACI.

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.

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.

The Burnaby Association for Community Inclusion – Code of Ethics

The Guiding Principles are the pillars of expectations and beliefs that frame BACI's Code of Ethics. The Guiding Principles exist as a separate policy but are also threaded through, and included in, BACI's policies regarding our vision, mission, values, and standards of practice.

A. Guiding Principles

In my role and responsibility as BACI Board member, employee, or volunteer, my actions, decisions, and interactions with the people served are guided by the following set of principles:

- 1) *I recognize the inherent rights and value of every person.*
- 2) *I recognize that family and friends are of utmost importance in the lives of the people whom we support.*
- 3) *I encourage and support the people BACI supports to make their own decisions.*
- 4) *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.*
- 5) *I believe all people should lead self-determined lives.*
- 6) *I ensure my relationship with the people and/or families I serve is always to their benefit.*
- 7) *I will familiarize myself with the 'Disability Confidence Policy' and conduct myself in ways that promote disability confidence within BACI.*

B. Ethical Standards – Burnaby Association for Community Inclusion

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

1) 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.

2) 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.

3) 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.

4) 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).

5) 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.

6) Protection of Personal Information

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

7) 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 or managed accordingly (Conflict of Interest Policy).

8) Professional Care & Support

I will maintain relationships that are both professional and caring towards the people and families I serve. I will care for peoples' well-being by honouring and respecting their moral and legal rights. 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.

9) 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 a 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.

10) Human Resources

I will comply with all provincial and federal laws requiring fair, non-discriminatory Human Resource practices. I will not discriminate against an applicant, colleague or other staff member based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, disability, gender, sexual orientation, or age.

11) 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.

12) Marketing

When marketing or communicating about BACI and its services, I will be honest and responsible in the commitments and statements made. I will be 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 Media Relations policies when developing and implementing marketing strategies for BACI and/or our stakeholders.

13) 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 CEO or Senior Managers can witness legal documents.

14) 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.

15) 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.

C) 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 (as detailed below). However, there may be incidences when details of the breach will be requested, or are 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 CEO. The CEO will review the complaint and determine who will conduct the investigation and make recommendations to resolve the matter.

If the allegation is against the CEO, 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 CEO.

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, after investigation, it is determined that a breach of the Code of Ethics has occurred, the breach will be resolved through either the conflict resolution process or a progressive disciplinary process.

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

Investigation Procedures

Breaches of the Code of Ethics will be followed-up and/or investigated as per the applicable process.

Please see the Board Manual for the process applicable to BACI Board Members.

Please see the Adult & Youth Services Procedures Manual for the process applicable to BACI employees and volunteers.

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.

(Board, employee, or volunteer name)

(Date)

(Witness)

(Date)