



PENTICTON & DISTRICT
**COMMUNITY
RESOURCES**
S O C I E T Y

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Penticton & District Community Resources Society
Code of Ethics

Revised March 2017

Preamble

Penticton & District Community Resource Society personnel are committed to helping people to achieve their maximum independence and potential through effective and efficient delivery of services. This commitment is carried out in a variety of settings and through a wide range of services where our roles can include direct practice, supervision, administration, teaching and training, consultation, and advocacy.

The agency has a comprehensive suite of policies to help guide ethical decision making. Personnel are required to familiarize themselves with the policies and refer to them when facing ethical dilemmas.

As personnel of Penticton & District Community Resource Society, we play a critical role in the lives of individuals, families and the community. Through performing this role, we will encounter situations that have ethical dimensions and implications. Each person has a responsibility to meet standards of ethical conduct. What follows is a decision making process and a set of principles intended to guide personnel in achieving that high standard. In any situation you are involved in as personnel of this agency, the course of action you choose is expected to be consistent with the spirit and intent of the decision making process and principles outlined below.

Ethical Decision Making

When a situation or course of action presents an ethical dilemma, personnel will first consult with their supervisor, or any member of the leadership team, where appropriate, within the agency. The following decision-making model will be used to guide the resolution of the dilemma:

- Identification of the ethical issues and the principles that might apply
- Development of alternative courses of action
- Analysis of likely short-term, ongoing, and long-term risks and benefits of each course of action on the individual(s)/group(s) involved or likely to be affected
- Choice of a course of action
- Action, with a commitment to assume responsibility for the consequences of the action
- Evaluation of the course of action
- Assumption of responsibility for consequences of the action, including correction of negative consequences (if any and if possible) or re-engaging in the decision making process if the ethical issue is not resolved

Principles

All personnel of Penticton and District Community Resource Society will conduct themselves consistent in a manner with the following ethical principles and related practice implications.

Respect for the uniqueness of the individual including their values and beliefs as well as their potential for growth and development

Our practice:

- Ensures that individual differences including values and beliefs are respected
- Maintains a person-centred perspective in our approach to service delivery

- Looks for and promotes strengths and capacity in individuals
- Assists individuals to develop to their full potential

Respect for, honouring of, and upholding a duty to protect the rights of participants

Our practice:

- Recognizes and respects participant confidentiality
- Protects and promotes legal and human rights of participants
- Ensures that all individuals have the opportunity to provide informed consent to services to the greatest extent possible

Promoting the health, safety and well-being of all participants, their families and support networks, and the communities they live in

Our practice:

- Promotes the physical, mental, social, emotional, and spiritual health of the individuals served
- Ensures that safety is a priority in the delivery of all agency programs consistent with agency Health and Safety policies
- Supports participation in activities that promote the health and safety of the community, consistent with the agency's mission and values
- Maintains sensitivity and responsibility to the community's needs

Caring, supporting, and striving to enhance the dignity of persons served

Our practice:

- Respects the privacy, dignity, and worth of individuals and their property
- Shows compassion and empathy in the service we provide
- Refrains from any activity that might embarrass, belittle or demoralize others

Practice that emphasizes partnerships with the participants, their family and support network, and the community, including other community agencies

Our practice:

- Uses a collaborative approach to service delivery that emphasizes shared responsibility
- Respects the wishes and confidentiality of participants in our endeavours to include and consult families and support networks of those we serve
- Establishes and maintains effective working relationships with community partners and referring sources
- Ensures that participant self-determination is respected to the greatest extent possible

Respect for diversity, cultural heritage, and spiritual beliefs

Our practice:

- Shows sensitivity to the impact of cultural heritage and spiritual belief in the delivery of services
- Accommodates cultural and spiritual practices and beliefs to the greatest extent possible
- Takes reasonable action to prevent and eliminate discrimination in all forms including, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person.

Advocacy for participants, their families and support networks, fellow professionals and the community

Our practice:

- Endeavours to empower participants, their families, and support networks
- Where consistent with the agency's mission and values, advocates for participants to receive fair and equitable treatment within society
- Engages in actions that prevent the abuse, neglect, or exploitation of individuals
- Advocates for public policies and community services that meet the needs of the individuals we serve

Commitment to competent and accountable practice that is both ethical and responsible

Our practice:

- Recognizes that professional responsibility is to the participant and advocates for their best interest
- Demonstrates professionalism, honouring relevant professional Codes of Ethics
- Operates within the policies and procedures of the agency
- Promotes ethical conduct within the agency and in the community and ensures that violations are reported to the appropriate persons
- Recognizes when personal problems, needs or conflicts can interfere with professional effectiveness and acts to eliminate or minimize their impact
- Requires the reporting of allegations or violations of the Code of Ethics that may affect the organization. This may include, but are not limited to, media and social media conduct, allegations or investigations as a result of other employment or legal infractions that may impact the organization.
- Investigation(s) commences within two (2) business days of receipt of the report and be completed within a one month timeframe. A written summary of the results of the investigation shall be provided to the person against whom the allegation has been made, to the Executive Director and to all Board members.
- Commits to conflict resolution and a focus on solutions
- Demonstrates integrity in all professional relationships and ensures that the boundaries between personal and professional relationships with participants is explicitly understood and respected
- Identifies and avoids all conflicts of interest
- Displays diligence, efficiency, and conscientiousness

- Abstains from exploiting participants for advantage or personal gain, including, but not limited to, that no transactions relating to the purchase or sale of goods or services including personal fundraising, gifts, money and gratuities takes place between the participants and personnel
- Maintains accountable reporting practices including reporting all incidents of waste, fraud, abuse or other wrongdoing.
- Maintains accountable reporting practices including reporting all incidents of abuse or neglect and all instances where harm or the potential for harm to participants, staff or members of the community at large occurs or is present.
- Ensures no personnel become involved in the personal affairs of participants relating to legal, financial or property matters. Employees will not witness any legal documents for participants.

Commitment to excellence through personal, professional, agency, and community development

Our practice:

- Strives to provide the most effective service possible by participating in activities designed to improve the services we deliver
- Pursues the knowledge, skills, and self-awareness necessary to be professionally competent

Prohibited Practices

PDCRS prohibits staff, personnel, volunteers, contractors and board members from engaging in any practice that is wasteful of organizational resources, fraudulent, or abusive.

Violations of the Code of Ethics

Personnel are required to bring forward any violations of the Code of Ethics to the Director of Human Resources or any member of the Management Team. Whenever possible, PDCRS protects the confidentiality of personnel reporting incidents of violations of the Code of Ethics. PDCRS believes in a no reprisals approach and will make every effort to ensure those who bring forward concerns are not subject to retaliation.

Personnel found to be in violation of the Code of Ethics may be subject to discipline up to and including termination. The procedures outlined in the PDCRS Correction & Discipline Policy will apply.