THRIVE
SOCIAL SERVICES SOCIETY

CODE OF ETHICS

Agency staff will:

1. Maintain and apply knowledge of current policies, legislation and regulations regarding privacy, confidentiality and individual rights.
2. Ensure that clients are made aware of their rights as set out in the relevant sections of this manual dealing with client rights, confidentiality and privacy.
3. Ensure clients have a voice in setting goals and developing plans to meet their service needs.
4. Demonstrate collaboration in the integrated case management process to achieve the best outcome for each client.
5. Promote cooperation across all levels of the organization.
6. Establish and maintain appropriate professional boundaries with clients and fellow employees.
7. Establish and maintain appropriate boundaries between professional roles and private lives.
8. Ensure the safety and well-being of the client, including protection from physical and emotional harm, while in their care.
9. Communicate with acceptance and sensitivity while recognizing the diversity of the individual, including language, literacy, age, gender identity and expression, sexual orientation, learning disabilities or cultural diversity, and strive for mutual understanding.
10. Staff will not accept gifts from, or give gifts to, clients or other stakeholders, unless it is culturally insensitive not to. Such gift giving must be discussed with the Program Manager or ED.
11. Maintain professional standards that reflect well on the Agency and its purposes.
12. Staff must ensure that all regulatory and licensing requirements are kept up to date. Copies of all such documents must be immediately submitted to the DFO for verification. These requirements include, but are not limited to, driver’s license, business auto insurance, driver’s abstract, first aid certification and criminal record review.
13. Adhere to Agency requirements with regard to e.g. hours of work, punctuality, professional commitments, etc.