

Section: Personnel	
Policy: Leader Code of Conduct	
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LEADER CODE OF CONDUCT

POLICY

Leader's behaviour toward program clients, other Leaders, and the community at large must be exemplary.

REASON FOR POLICY

It is essential that Leader's behaviour reflect the professional standards of care, skills and diligence normally exercised and observed by persons engaged in the performance of similar service.

GUIDELINES

1. Abusive Behaviour

At no time will Leaders participate in, or permit to occur, any wilful behaviour intended to degrade, humiliate, intimidate or terrify any program client, volunteer or other Leaders.

2. Complaints Against Leaders

Complaints against the behaviour of Leaders by program clients or members of the public are to be resolved as openly, courteously and quickly as possible.

3. Non-Program Activities

Due to the possibility of being accused falsely of inappropriate behaviour and to aid in stress management, Leaders are discouraged from becoming involved in non-program activities with program clients. Leaders should not be using forms of social media (ie. Email, face book, twitter, etc.) to either have contact or encourage contact with clients.

4. Sexuality Issues

Leaders are expected to demonstrate a high level of professional and personal maturity, comfort and self-awareness in responding to issues of human sexuality.

5. Socializing

Leaders are encouraged to avoid socializing on a personal level outside of program time, with program clients and alumni (even if they are legally adults), as these situations have strong potential for Leaders behaviour to be interpreted in a negative light, create a possible perception of conflict of interest or hamper the Leaders ability to be impartial in sensitive situations and, thereby, affect the professional standing of the program Leaders and the program itself.

6. Physical Contact

Leaders are to avoid physical contact with program clients which may even be remotely construed as being excessive or sexual in nature, whether this contact be initiated by the Leader or the program client.

7. Lending/Borrowing of Money/Property

Leaders are not to lend or borrow money or property to/from program clients, as these activities may be seen as relinquishing control and/or giving payment for dubious reasons.

8. Language

Leaders are to avoid using unprofessional language and name-calling while in their professional capacity, as this may be interpreted in a negative light and, thereby, affect the professional standing of the Leaders and the program itself.

9. Consulting with Supervisor

If an Leader is at all unsure as to the appropriateness of a specific behaviour, he/she should consult with their Supervisor.

10. Modelling re: Substance Abuse Behaviours

Leaders are to avoid behaviours/statements which could indicate a personal use of illegal substances or personal dependence upon alcohol and/or drugs in order to cope with life situations

11. Dress Code

In all cases, to provide a positive image of the agency, ensure appropriateness for position and responsibilities and make sure the safety of Leaders is a priority, clothing must be neat, clean and in good repair. Leaders shall maintain a constant awareness of their choice of dress and how it is, or may be, perceived by program clients and community members.

There may be some divisions and/or positions which may require a dress code specific to their job classification (ie. Kitchen personnel must ensure protective footwear is worn (no open toes), summer camp Leader's are not permitted to wear flip flops, etc.). Supervisors of each division will direct Leaders on dress code expectations.