Code of Conduct & Ethics

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| **Issue Date:** | **Effective Date:** | | **Approved By:** |
| September 2015 | April 2017 | | Board of Directors |
| **Next Review Date:** April 2019 | | **By:** Management Team | |

## Section 1 – Purpose

LAMP’s Code of Conduct (“Code”) is an explicit statement of our rules, principles, values and collective expectations, behaviour, and relationships that are considered significant and are fundamental to LAMP’s successful operation.

## Section 2 – Scope

This Code of Conduct applies to all employees, students, volunteers, board members, consultants and contractors. We also expect our community partners, community members and clients to know and honour this Code. In order to create a positive environment, all members of LAMP will hold one another accountable for upholding this Code.

## Section 3 – Policy

* 1. Conflict of Interest
     1. A **“conflict of interest”** is defined as a situation where someone’s personal interests are in conflict with the best interests of LAMP and may occur when someone or one of their family or household members provides or receives, directly or indirectly, personal gain, advantage or privilege.
     2. A **“perceived conflict of interest”** exists when it would be reasonable for someone to believe that someone might be adversely influenced in the performance of their duties at LAMP by their other interests.
     3. A LAMP employee or volunteer who becomes aware of a conflict of interest must declare the conflict to their Manager or Director. If there is some doubt as to whether a true conflict exists, the staff member or volunteer must be referred to the Executive Director.
     4. Final responsibility around the determination of a conflict of interest rests with the Executive Director, and then the final responsibility lies with the Chair of the Board.
     5. All vendors, consultants, facilitators and contractors providing goods and services to LAMP are also required to disclose any perceived or actual conflict of interest.
  2. Confidentiality and Privacy
     1. With the exception of LAMP employees sharing information about internal LAMP referrals (with consent of the client), LAMP employees and direct service volunteers shall only disclose confidential information when properly authorized by their clients, when legally obligated to do so, or when the disclosure is essential to the prevention of physical harm to the client, employee or others. Whenever information is shared, LAMP employees may not divulge more information than is necessary to adequately serve the client’s best interest.
     2. With regard to the confidentiality of organizational affairs, employees are to respect that they may not be the designated person to convey the information, and that information about LAMP is sensitive, could be misunderstood or misinterpreted or is confidential and must not be shared in the community. Employees should consult with their Manger/Director prior to sharing information.
     3. All individuals subject to this Code must sign and abide by the conditions outlined in LAMP’s Confidentiality Agreement.
  3. Anti-Racism Anti-Oppression (ARAO) and Human Rights

LAMP has a comprehensive **Anti-Racism Anti-Oppression** (ARAO) Policy that is consistent with the **Canadian Charter of Rights and Freedoms**, the **Ontario Human Rights Code** and LAMP’s values and organizational commitments. Specifically, the ARAO Policy is designed to promote fairness, access, equity, inclusive organizational practices, to reduce barriers, respect diversity and promotes practices that recognise and address power differentials related to LAMP’s mandate and work with diverse communities.

* 1. Discrimination and Harassment

LAMP vigorously opposes all forms of discrimination or harassment. LAMP is committed to building a safe, positive and respectful environment for all stakeholders of the organization. Everyone at LAMP is protected from harassment and discrimination under LAMP’s ARAO Policy.

* 1. Workplace Violence

1. Violence in the workplace can have devastating effects on the quality of life of our employees and on the productivity of the organization.
2. LAMP recognizes the potential for violence in the workplace and commits to making every reasonable effort to identify all potential sources of violence and to eliminate and/or minimize these risks and communicate as needed through its Violence Prevention Program.
3. LAMP defines violence as any actual, implied, attempted or threatened conduct that causes or is likely to cause physical and/or psychological/emotional harm/injury/illness or that gives a person reason to believe that they or another person is at risk of physical or psychological harm/injury/illness.
4. LAMP abides by the Workplace Violence Policy and is committed to its enforcement.
5. This includes but is not limited to, any actual or attempted assault (including sexual assault and physical attacks); threat; verbal, psychological or sexual abuse; and harassment. LAMP will not tolerate any type of violence within the workplace or at work-related activities.
6. LAMP is responsible for requiring that all wellness and safety policies and procedures, including those related to violence, are clearly communicated and understood by all individuals subject to this policy through specific training, and an annual review of the Violence Prevention Program.

## Section 4 – Values

* 1. Accountability

All stakeholders are obligated and should be required to accept responsibility or to account for actions related to LAMP’s work in accordance with LAMP’s policies and procedures.

* 1. Anti-Racism, Anti-Oppression, Queer and Trans Positive

All LAMP stakeholders have the right to be free from discrimination and harassment. All activities, plans and decisions of LAMP will incorporate considerations, commitments and actions that meaningfully address those marginalised because of factors such as gender, race, age, socio-economic status, sexual orientation, religion and other relevant identities.

* 1. Ethical Behaviour

Integrity, professionalism, fairness, and honesty are to be maintained and practiced by stakeholders in all aspects of LAMP’s work.

* 1. Inclusive Practices

All programming, planning and decision-making at LAMP will consider critical issues of representation, voice, participation, access, fairness and equity, given the diversity of issues and needs experienced by individuals and communities due to the diverse makeup of LAMP.

* 1. Respect

All stakeholders of LAMP will be treated in a manner which affirms their dignity and gives appropriate due regard and consideration to them.

* 1. Respect for the Diversity and Uniqueness of Individuals

Each individual, though belonging to a group, brings their own particular perspectives, lived experiences and self-defined identity.

* 1. Respecting Confidentiality

Non-disclosure of information except to another authorized person within LAMP, as needed.

* 1. Transparency

A commitment to consistently sharing, openly communicating about the work, material and decisions of LAMP – so long as it is appropriate in accordance to LAMP’s policies and procedures.

## Section 5 – Respect, Rights & Responsibility

**5.1** LAMP is committed to supporting and promoting a safe, healthy and positive environment that respects the personal worth, dignity and diversity of each member. Every person subject to this policy deserves to be treated fairly and equitably.

**5.2** The Directors and other leaders of LAMP have overall responsibility for ensuring the implementation and monitoring of the Code within LAMP. The Board of Directors of LAMP has ultimate authority and accountability for the Code of Ethical Conduct.

**5.3 You Have the Right to:**

* Work in a safe, respectful environment.
* Be free from discrimination and harassment.
* Be assigned work and promotions based on your job description, experience and performance.
* File complaints without fear of reprisal.
* You have the responsibility to treat everyone within the community with respect, abide by the Code and behave professionally.

**5.4 Examples of Inappropriate Behaviour or Conduct Include:**

1. Comments or behaviour that is perceived as insulting, hurtful, disrespectful or rude.
2. Threatening, menacing or abusive language directed at an individual or groups of people.
3. Making degrading or demeaning comments.
4. Profanity or similar offensive language.
5. Physical behaviour with another individual that is perceived as threatening, intimidating or unwelcome.
6. Theft or embezzlement.

## Section 6 – Accountabilities

**6.1** All individuals subject to this policy are responsible for:

* Understanding and applying the principles and terms of the Code in your daily work interaction.
* Behaving in a way that is consistent with the Code.
* Assuming ownership and accountability for your own actions and behaviours
* Speaking to colleagues or leaders when their behaviour is inconsistent with the Code — address issues identified directly with the person involved, in a confidential, positive and professional manner.
* Avoiding discussion of workplace conduct, concerns and conflicts in front of others.
* Appropriately reporting inappropriate behaviours as per LAMP’s policies and procedures.
* Leading by example by complying with the Code and relevant policies and LAMP’s organizational guidelines.
* Actively promoting a workplace environment of safety, respect, professional behaviour, collaboration and peace.
* Promoting an open, respectful communication in which issues may be raised for discussion without fear of reprisal.
* All Code of Conduct Breaches or perceived Breaches must be reported immediately to the Vice-Chair and/or the Chair of the Board.

## Section 7 – Failure to Comply with the Code & Reporting Violations

* 1. All individuals subject to this policy have a responsibility to report violations or suspected violations of the Code of Conduct, including unethical or illegal conduct or activity. Violation may result in disciplinary action up to and including discharge or loss of privileges at LAMP. Violations may also impact individual performance assessments. LAMP will investigate all reports of Code violations before a final decision is made about the process or outcome of the violation.
  2. The Code provides the person “bound by the Code” is entitled to safely report violations, illegal or unethical actions, without fear of reprisal. Acts of retaliation or consequence targeted to any member of LAMP who reports violations to this Code will not be tolerated. Such action will result in disciplinary action such as a verbal or written warning. This could include dismissal as an employee from LAMP or termination of a contractual or program relationship with LAMP.

## Section 8 – Community Partners

LAMP’s Community Engagement Plan is a critical component of the organizations overall agenda. It enunciates a commitment to supporting key decision-makers, employees and volunteers to initiate, promote, facilitate and monitor effective and sustainable partnerships between LAMP and its community partners. Community partners are required to abide by LAMP’s Code of Conduct in their various relationships with the Agency.

**Section 9 – References**

Ontario Human Rights Code

[www.ohrc.on.ca/en/ontario-human-rights-code](http://www.ohrc.on.ca/en/ontario-human-rights-code)

Canadian Charter of Rights and Freedoms (Section #15)

[www.charterofrights.ca/en/17\_00\_01](http://www.charterofrights.ca/en/17_00_01)

* Anti-Oppression Policy
* Conflict of Interest Policy
* Conflict – Problem Resolution Policy
* Inclusion and Diversity Policy
* Workplace Violence and Harassment Policy

## Section 10 – Form

* Conflict Resolution Form