



CONFIDENTIALITY AGREEMENT

FOR EMPLOYEES, VOLUNTEERS AND BOARD MEMBERS

POLICY

Respecting the privacy of our clients, donors, members, staff, volunteers and Lifetime Networks itself is a basic value of Lifetime Networks. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director.

PROCEDURE

Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers and Board members of Lifetime Networks may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Lifetime Networks that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including Board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal. This policy is intended to protect you as well as Lifetime Networks because in extreme cases, violations of this policy also may result in personal liability.

All employees, volunteers and Board members must sign that they have read this policy at orientation and annually (Appendix 19).

CONFLICT OF INTEREST

FOR EMPLOYEES, VOLUNTEERS AND BOARD MEMBERS

Purpose:

Lifetime Networks hires staff, contract personnel and volunteers based on their knowledge, skills, experience and commitment to the society and the individuals it serves. It is important that the Society and its members are protected from actions that may be in conflict with the interests of the Society.

Definition:

A conflict of interest arises when a staff member, a contract worker or a volunteer, while representing or working on behalf of the Society, 'knowingly makes a decision or behaves in a manner which is likely to further her or his private interest'.

The honesty and impartiality of staff, contract personnel and volunteers must be above suspicion and their conduct during and outside work hours, while associated with the Society, should not knowingly produce a conflict of responsibility or undermine the trust which the public places in the Society.

Conflict of interest can occur when:

- a) Private or professional interests are in conflict with and interfere with work duties and/or responsibilities carried out on behalf of the Society
- b) Involvement with the Society is likely to further personal gain
- c) Behaviors or actions appear to be an official act but do not represent the Society's policies, procedures or opinions.

Staff or contract personnel may engage in remunerative employment with another employer, carry on a business, or otherwise receive remuneration provided that these activities do not:

- a) Interfere with the performance of their duties on behalf of the Society
- b) Bring the Society into disrepute
- c) Involve the use of the Society's premises, services, equipment or supplies to which they have access by virtue of their role with the Society.

Employees, volunteers and Board Members have an obligation to disclose private interests that may affect their work with the Society. All are required to sign that this policy has been read at orientation and annually (Appendix 19).

STANDARDS OF CONDUCT AND ETHICS

FOR EMPLOYEES, VOLUNTEERS AND BOARD MEMBERS

PURPOSE

To describe the standards of conduct ethics expected of employees; to define the employer and employee responsibilities related to conduct; to promote a high standard of service delivery

POLICY STATEMENT

Lifetime Networks employees, volunteers, and board members, should conduct themselves in a professional manner by being courteous, friendly and cooperative. Employees, volunteers, and board members will show respect and compassion to the people we support, family members, co-workers, friends and community members. No person shall be subject to discrimination on a basis of disability, gender, age, race, religion, sexual orientation, ethnicity, marital status, socio-economic status, or political affiliation. Services will center on individual needs and include the social, physical, spiritual and psychological aspects of each supported individual. Vision, Mission and Values

Lifetime Networks Vision

We see a future where people with disabilities live safely in their communities, where they can fulfill their potential, and enjoy lifelong friendships and support.

Lifetime Networks Mission

We build and maintain networks of lifetime friendships to support people with disabilities

Lifetime Networks Values

Lifetime Networks values and demonstrates:

- Person rather than program centred planning;
- A commitment to maintaining networks for the lifetime of the person being supported;
- Accessibility to services with no eligibility restrictions;
- Respectfulness through recognition and celebration of the inherent worth of each person;
- Financial responsibility by working diligently to keep services and supports cost effective and affordable;
- Volunteerism through belief in the importance of unpaid relationships in the lives of people we support;
- Lifetime friendships and support for people with disabilities

PROCEDURES

General Standards of Conduct and Ethical Behaviour

It is important that Lifetime Networks employees conduct themselves in such a manner to retain the confidence of the people we support, our membership and the general public. In addition, employee conduct should show Lifetime Networks as fulfilling its obligations at all times.

The conduct of employees must not bring the employer into disrepute. Employees must not involve themselves in situations that violate the standards of conduct and ethics directive or result in a perception that a violation has occurred. If an employee finds himself/herself in such a situation, he/she must disclose the matter to their Program Manager and find remedy.

To ensure compliance with the code of ethics, employees shall bring their concerns to the attention of their immediate Program Manager as soon as practicable. When an employee has reason to believe a contravention of the Standards of Employee Conduct and Ethics Policy or a misuse of Lifetime Networks funds or assets, or a danger to person's health and safety has occurred, the employee shall bring the matter to the attention of the Program Manager, Executive Director or alternate. When this is not possible or appropriate, or if there has not been a satisfactory resolution or investigation, the issue should be brought forward through the Admin Complaints and Resolution Process. Please refer to this policy for time frames.

All employees and supported individuals, family members or advocates using the above process to address standards of employee conduct or ethical concerns will be free of reprisal.

If an employee is charged with an offence resulting directly from the performance of their duties and is subsequently found not guilty, the employee may be reimbursed for legal fees, provided that the employer has approved the choice of legal counsel. The employee must immediately notify the Executive Director of such a chance and provide ongoing information on the progress of the case.

All employees must sign that they have read the Standards of Employee Conduct and Ethics Policy at orientation and annually (Appendix 19).

Specific Standards of Conduct and Ethics

Lifetime Networks employees are responsible for adhering to the following standards:

Responsibility to individuals:

- Maintenance of the individual's best interests and advocating for those interests
- To foster self-determination and encourage individuality, accepting that each person is unique and valuable
- To maintain confidentiality
- To be non-judgmental and supportive

- To protect individuals from abuse and neglect and to not participate in practices which are disrespectful, degrading, intimidating, psychologically damaging or physically harmful to supported individuals
- To respect the rights of the people Lifetime Networks supports. Employees will not impose personal values, morals or a particular religious belief
- Any non-platonic or sexual relationship between an employee and a supported individual is strictly prohibited
- Employees may not accept money, gifts or gratuities in the performance of their duties other than gifts of token nature and nominal value.
- Witnessing of Documents, because of potential and/or perceived conflict of interest, employees may not witness any legal documents related to the care of the individual clients. Any requests for witnessing of such documents must be forwarded to the Director of Client Services or the Director of Quality Assurance for consideration and direction.

Responsibility to colleagues:

- To establish and maintain relationships of mutual respect, trust, courtesy and cooperation
- To foster a culture in which excellence in practice is pursued in all activities
- To act as a team member, supporting other members of the team by maintaining consistent standards and by offering and receiving support, especially in crisis
- To maintain clear, open communication with supported individuals, team members and management
- To refrain from any form of harassment or bullying of individuals, coworkers, stakeholders or community members
- To ensure employee's work time is committed to service delivery and not personal pursuits
- To ensure Lifetime Networks or individual's property is not used for personal benefit
- Personal fundraising, employees may solicit funds on behalf of a personal cause from other employees. Employees may not solicit funds on behalf of personal causes from clients, their families, or caregivers.

Responsibility to Lifetime Networks

- To work towards achieving the mission of Lifetime Networks
- To assist Lifetime Networks in providing the highest quality service
- To be knowledgeable of any and abide by Lifetime Networks policies and procedures
- To keep confidential any information obtained in the course of providing services; to make disclosures only with the consent of individual (see Confidentiality Policy), the Executive Director or designate, or where required by the order of a court
- To represent Lifetime Networks public image in a positive and professional manner; employees must maintain a neat appearance, and demonstrate friendly, respectful and cooperative interactions at all times

- To avoid situations which are or appear to be at non-arm's length; no person shall be seen as benefitting or seeking to gain special consideration or favour from Lifetime Networks; employees must be honest and impartial
- To keep their role as private citizens, separate and distinct from their responsibilities as Lifetime Networks employees and not position themselves in a conflict of interest situation (see Conflict of Interest Policy)
- To generally avoid participating in public debate (i.e. public meetings, media, social networking sites) or advocacy regarding Lifetime Networks policies, except as required in the course of their duties; to be careful and cautious when making public comments where his/her position could be seen to lend weight to the opinion expressed
- To be aware that only the Executive Director or designate is authorized to coordinate and conduct media coverage; to obtain prior approval from the Executive Director, the individual or his/her legal representative if appropriate, for media photographs or interviews
- To immediately report any potentially sensitive issue, or risk to Lifetime Networks public image, to their Program Manager, in order that a thoughtful response may be developed in consultation with the Program Manager and the Executive Director
- To direct requests for information coming from the general public to the Program Manager capable of providing the information and relevant materials in accordance with Lifetime Networks policy
- Employees should not seek legal advice on behalf of Lifetime Networks without the approval of the Executive Director; no employee shall sign an affidavit relating to facts that have come to his/her knowledge in the course of his/her duties for Lifetime Networks, unless approved by the Executive Director; a written opinion prepared on behalf of Lifetime Networks by legal counsel is considered confidential Association business and is not to be released without prior approval
- During the course of, and related to, an employee's work at Lifetime Networks, as a result of an investigation they may be legally required under law to respond to a Subpoena (summons to a court appearance to testify) or Search Warrant (for information Lifetime Networks may have in their possession about an investigation). These are legal obligations and employees must adhere to these requests (once proper documentation is confirmed) whether they are or are not in best interest of Lifetime Networks or the individuals supported by Lifetime Networks. The Program Manager should be informed immediately of the legal proceedings and will provide support and directions as required to each specific situation.
- Employees shall respect and safeguard the personal property of persons served, visitors, and personnel and property owned by the organization.

Responsibility to community and our organization:

- To foster a spirit of cooperation and mutual respect with other service agencies, funders, government, educational programs, volunteer organizations and other involved in community living services
- To maintain a commitment to a high standard of service, continuous quality improvement and the best use of fiscal resources

- To interact, both inside and outside Lifetime Networks, with honesty, integrity, open communication, social responsibility and proactive safety conscientiousness
- To behave in full and complete compliance with all applicable laws and regulations
- To report financial results that fairly represent Lifetime Networks financial position and operating results, in accordance with generally accepted accounting principles
- To purchase goods and services from reputable suppliers who treat Lifetime Networks, the people it supports and employees with respect; Lifetime Networks shall interact with their suppliers in an open, honest and timely manner, creating positive partnerships for the benefit of operations generally
- To use suppliers of goods and services on the basis of price, quality and service only; in selecting suppliers, we also will be mindful of our commitment to supporting businesses that hire people with disabilities; no employee may profit personally from a relationship with a supplier
- To be respectful corporate citizen; to participate in community activities that benefit the community

Marketing

In marketing the services provided by Lifetime Networks clearly defines the services that the organization has the mandate and capacity to deliver. The Society also ensures that other services are not denigrated as part of its own marketing. All marketing materials and strategies promote a positive, respectful image of people with developmental disabilities.

Any criminal act will be reported to the police. The appropriate regulatory body will investigate any contravention of professional standards. Any misuse of public funds will be investigated internally by the Finance and Administration Department and reported to the Executive Director. The Executive Director shall report any significant abuse of public funds to the appropriate funding body.

POLICY TYPE: HUMAN RESOURCES STANDARDS

APPENDIX 19 CONFIDENTIALITY, CONFLICT OF INTEREST, AND EMPLOYEE CONDUCT AND ETHICS SIGN OFF FOR EMPLOYEES, VOLUNTEERS, AND BOARD MEMBERS

(HRS) POLICY TITLE: CONFIDENTIALITY AGREEMENT FOR EMPLOYEES, VOLUNTEERS AND BOARD MEMBERS

I, (please print name) _____ have read and understood the Lifetime Networks' Confidentiality Agreement for Employees, Volunteers and Board Members and agree to hold confidential all communication with regards to clients of the Society.

Date (yyyy/mm/dd) _____ Signature _____

(HRS) POLICY TITLE: CONFLICT OF INTEREST AGREEMENT FOR EMPLOYEES, VOLUNTEERS, AND BOARD MEMBERS

I, (please print name) _____ have read and understood the Lifetime Networks' Conflict of Interest Policy and agree to abide by its principles and practices.

Date (yyyy/mm/dd) _____ Signature _____

(HRS) POLICY TITLE: STANDARDS OF EMPLOYEE CONDUCT AND ETHICS

I, (please print name) _____ have read and understood the Lifetime Networks' Confidentiality Standards of Employee Conduct and Ethics and Agree To Hold Confidential all communication with regards to clients of the Society.

Date (yyyy/mm/dd) _____ Signature _____