

# CODE OF CONDUCT

## A Guide to Living our Values



## Purpose

This Code of Conduct sets out five principles that inform our expectations of each other as Kinark Personnel, and the standards of behaviour that govern our interactions with others in the course of our work. The principles are:

- Integrity
- Equity and Inclusion
- Excellence
- Client and Family-Centeredness
- Right to Privacy

These principles, and related standards, are reflected in our policies and procedures and should guide our decision-making as Kinark Personnel. These principles overlap, with good professional judgement and the following considerations:

- Does my behaviour align with Kinark's values?
- Does my behaviour align with the values of my profession/discipline?
- How does my behaviour reflect on Kinark?
- Is it legal?

## Who is Covered by the Code

This Code of Conduct applies to everyone at Kinark Child and Family Services ("Kinark") – all staff, contracted professionals and independent contractors, the Board of Directors and other volunteers, students and vendors, for the time they are working for, or with, Kinark.

## Our Vision, Mission, and Values

Vision: A healthy future for Ontario's children and youth.

Mission: Helping children and youth with complex needs achieve better life outcomes.

Values:

- Hold children, youth, and families at the center of all we do.
- Challenge ourselves to learn and grow.
- Achieve more together.
- Instill hope.
- Lead.

## Message from the President and CEO

Every individual at Kinark wants to work for an organization they feel proud to be part of.

Our Code of Conduct complements our Vision, Mission, and Values by describing what we can all expect of each other and what our clients can expect from us. Our Code of Conduct has been updated with the help of our clients and staff from all parts of the organization. The updated Code of Conduct reflects Kinark's ongoing commitment to maintaining a positive and respectful workplace for all.

Kinark employees and volunteers work every day to do their very best for our clients. Our updated Code of Conduct will help all of us build a culture and environment where everyone feels valued, respected and empowered to contribute their best work.

The updated Code of Conduct is now organized around five principles:

- Integrity
- Equity and Inclusion
- Excellence
- Client and Family-Centeredness
- Right to Privacy

The Code of Conduct works alongside our other policies and procedures; it doesn't replace or supersede them. Let's challenge ourselves and each other to learn and grow as we launch the updated Code of Conduct and continue to make Kinark a place where everyone can thrive. The success of Kinark rests upon the collective efforts of each one of us, and together, we can create an environment that sets the standard for excellence.

If you have any questions or comments, please talk to your Supervisor, your Director, or your People and Culture Business Partner.

I am confident that by working together, guided by our Values and this Code of Conduct, Kinark will continue to be a leader in our sector and a model of integrity and excellence in serving our clients and communities that we can all be proud to own.

Cathy Paul  
President and Chief Executive Officer

## Principles

Our principles create a foundation for our work together – shaping how we consider, act, and respond. They support Kinark’s vision, mission, goals and business strategies, and shape our culture. The following is a more detailed explanation of our five principles.

### 1 INTEGRITY

Kinark Personnel commit to performing work that is honest, ethical, professional, and complies with all applicable requirements. This requires the use of skill, good judgement, appropriate behaviour and adherence to applicable laws, regulations, and agency policies.

To work with integrity, Kinark Personnel will:

#### Compliance

- Comply with ethical and professional standards of relevant professional associations/colleges and regulatory bodies
- Comply with all applicable laws, regulations, licensing requirements, agency policies, and procedures
- Understand and adhere to the basic legal obligations and job responsibilities relevant to our roles

#### Ethical Conduct

- Conduct ourselves with integrity in all aspects of our work
- Recognize and promptly report any activity that could amount to an actual, potential, or perceived conflict of interest
- Maintain appropriate and professional relationships with clients, families, supervisors, co-workers and other Kinark Personnel

#### Open and Honest Communication

- Share relevant information in a manner that is respectful and promotes confidence, transparency and informed decision-making
- Practice active listening and demonstrate acknowledgement of other points of view
- Resolve any conflicts that arise with clients, families, and Kinark Personnel in a timely, respectful, and professional manner

#### Model Professionalism

- Recognize that as Kinark Personnel, our behaviour will reflect on Kinark and may have implications on our effectiveness at work
- Do not engage in inappropriate personal conduct, including in social media or other settings, that could harm Kinark’s reputation, negatively affect the public’s confidence in Kinark, or negatively affect interpersonal work relationships

## 2 EQUITY AND INCLUSION

Kinark Personnel commit to fostering a workspace that is equitable and inclusive so that everyone can perform at their best. Kinark strives for an inclusive work environment that makes staff and clients feel safe, secure, and supported.

To create an equitable and inclusive work environment, Kinark Personnel will:

- Refrain from any behaviour that is harassing, bullying, violent, or discriminatory
- Adhere to the requirements of the Ontario Human Rights Code
- Demonstrate respect for differences among people
- Ensure diverse perspectives are represented in decision-making
- Participate in ongoing learning and development related to diversity, equity, and inclusion

## 3 EXCELLENCE

Kinark Personnel commit to striving for excellence in the workplace. This includes focusing on quality, and maintaining high standards, safety of clients and other Kinark Personnel, providing effective leadership, and creating collaborative teams. To support excellence in the work environment, Kinark Personnel will:

### Excellence in Practice (Competence and Quality Improvement)

- Perform high quality work based on current standards and evidence-based practices in order to provide the safest and best possible care/service to children and their families, and the best possible supports to that work
- Perform job responsibilities with care, timeliness, safety, accuracy and diligence
- Participate in monitoring the quality, safety, and effectiveness of the services you and your area/program deliver to ensure they meet and exceed the expectations of clients and families and other stakeholders

### Leadership in the Workplace

- Lead by example and model behavior that is in compliance with the Code of Conduct
- Recognize the importance of employee wellness in achieving our own and the organization's goals
- Support other Kinark Personnel and teams in achieving their goals
- Support and enable teams to have clear, measurable, and challenging goals
- Be accountable for decisions

### Teamwork and Collaboration

- Collaborate effectively to contribute to cohesive, high quality and high-achieving teams
- Contribute to a positive work environment where all Kinark Personnel feel valued, engaged and able to perform their roles



## 4

### CLIENT AND FAMILY-CENTEREDNESS

Kinark Personnel commit to partnering with clients and families in our work. By doing so, Kinark can provide excellent client and family experiences, and clients achieve their goals and are respected as partners in their own care.

To create a client and family-centered environment, Kinark Personnel will:

- Contribute to creating safe and collaborative environments
- Listen to clients and their families to understand concerns or complaints and respond in a timely manner
- Actively reduce barriers to inclusive treatment
- Ensure clients and families are effectively engaged in the development and implementation of their treatment plans/services
- Make opportunities for children, youth, and families to be active participants in the development of Kinark processes, products, and programs, and understand how, when and why children, youth, and families want to participate (e.g., when to consult, co-develop)
- Prioritize client and family needs in planning and decision making in your work
- Promote better outcomes and futures for our clients and families and their communities.

## 5

### RIGHT TO PRIVACY

Kinark Personnel commit to respecting and protecting the privacy of our clients and employees and to adhering to safeguards ensure that personal and health information is guarded against theft, loss, unauthorized or accidental use and disclosure, and that records are protected against unauthorized copying, modification, or disposal.

To support privacy, Kinark Personnel will:

- Understand and comply with Kinark privacy and records management requirements and applicable privacy legislation and regulations
- When in doubt, seek advice from knowledgeable Kinark Personnel
- Strictly limit the collection, use, access, and disclosure of information to the minimum necessary
- Protect client and employee personal information, and Kinark's confidential business information
- Only use confidential information in the best interests of clients, Kinark Personnel and Kinark

## Our Responsibilities

All Kinark Personnel are responsible for:

- Reviewing this Code of Conduct at the start of work with Kinark, annually, and as needed
- Understanding and complying with this Code of Conduct as it may be amended from time to time
- Understanding and complying with Kinark policies and procedures as they may be amended from time to time
- Reporting actual, potential, or perceived violations of this Code to a Kinark employee responsible for acting on such concerns
- Participating in any investigation of a Code of Conduct violation or violation of another Kinark policy

Supervisors are responsible for:

- Ensuring that Kinark Personnel under their supervision are aware of the Code of Conduct and Kinark policies and procedures.
- Responding to questions and concerns about Kinark's Code of Conduct and policies and procedures in a timely manner
- Working effectively with Kinark Human Resources to help investigate and resolve issues

People and Culture is responsible for:

- Providing guidance and interpretation regarding the Code of Conduct
- Educating, advising, and consulting with supervisors to address concerns
- Determining if a concern warrants an investigation
- Partnering with supervisors/managers to investigate alleged violations of the Code of Conduct, determining whether there has been a breach of the Code of Conduct, and carrying out actions in response to Code of Conduct violations .

### What to do if you have Questions or Concerns

If you have questions or concerns about this Code of Conduct, or if you are unsure about how to respond to a particular situation, speak with your Supervisor or your local People and Culture Business Partner.

### Compliance, Enforcement, and Consequences of Non-Compliance

As a condition of employment with Kinark, all Kinark Personnel are required to comply with the Code of Conduct and Kinark policies and procedures. In cases of non-compliance, Kinark Personnel may be subject to discipline up to and including termination of employment or other relationship.

## Glossary

Client and Family-centered Care: It is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. It fosters mutually beneficial partnerships between clients, families, and health care services.

Family: includes parents, caregivers, guardians, sibling, and other family members; circle of care and support offering enduring commitment to care for one another related either biologically, emotionally, legally and considers those who the “client” identifies as signification to his/her well-being.

Inclusive Workplace: A collaborative, supportive, and respectful environment that increases the participation and contribution of all Kinark Personnel. It is a welcoming and accepting space that values individual difference.

Kinark Personnel: All Kinark staff, students, volunteers, and third-party contracted personnel.

Social Media: Web or mobile based third-party platforms that facilitate interaction between individuals in a network or virtual community and offers a participatory environment which includes user-generated content such as videos, photos, microblogs, blogs, and wikis. Social media platforms include, but are not limited to, Facebook, Twitter, YouTube, LinkedIn, Instagram, TikTok, instant messaging systems (e.g., Snapchat, WhatsApp) and/or blogs.