

FIVE COUNTIES CHILDREN'S CENTRE
CODE OF CONDUCT

Five Counties Children's Centre's Code of Conduct will apply to all members of the Centre, including: employees, Board Members, volunteers, students, contractors and consultants. We will also provide this Code of Conduct to our clients with the hope that they will act within the spirit of these behaviours while involved with Five Counties Children's Centre.

Our Code of Conduct:

- Is a shared commitment to the expected behaviours that flow from our organization's values
- Documents the behaviours that are expected of all members of Five Counties Children's Centre
- Supports the achievement of our mission and goals

We respect the uniqueness of our clients and families. We believe people know themselves and their situations best. We believe in the strength of families.

We will:

- Practice in a way that is consistent with family-centered care principles
- Be guided by the needs of children and families at all levels of our decision-making
- Advocate on behalf of children and families
- Maintain appropriate professional boundaries
- Accept gifts and favours only if they are of nominal value and based on goodwill, rather than on the potential for unfair advantage
- Ensure that our grooming, attire and general deportment is professional at all times
- Ensure that client/family involvement in Centre promotion is voluntary, informed and protects the person's dignity

We believe that our staff are our most valuable resource and have the right to work in a respectful, supportive and encouraging work environment.

We will:

- Contribute to a workplace that is free of harassment, violence, reprisal and discrimination
- Recognize and demonstrate respect for diversity
- Protect confidentiality. We will keep confidential all information of a personal nature involving our clients and our colleagues as well as information designated as confidential pertaining to Centre operations. We will access only the information required to complete our work.
- Work actively, cooperatively and collaboratively with others and recognize our impact on one another
- Hold ourselves accountable, take responsibility for our words and actions, and follow through on our commitments
- Be accessible to others and share information that others require to conduct their work

- Resolve conflicts directly and in a professional manner, following timely and appropriate channels of communication
- Practice active listening and seek understanding of other perspectives
- Recognize and support one another in our roles
- Avoid direct soliciting or personal fundraising
- Use and protect the Centre's buildings, grounds, equipment as we would our own.

We believe in excellence. Our clients deserve the highest standard of practice supported by the current knowledge and evidence.

We will:

- Be open and responsive to new ideas and actively seek feedback and opportunities for improvement
- Take personal responsibility for our professional growth and development while actively seeking opportunities to develop new competencies
- Adhere to any established standards of work
- Demonstrate ethical behaviour
- Abide by the code of ethics and professional standards as outlined by our professional associations and regulatory bodies
- Know and follow all pertinent legislation applying to our work at the Centre and will be vigilant to ensure that our practices meet regulatory requirements
- Be guided by best practices
- Work to ensure a healthy and safe environment for all, and comply with our individual responsibilities for health and safety

We believe in the importance of our communities and their role as key partners in enhancing the lives of our clients and their families.

We will:

- Work together to ensure children and youth with special needs get the timely and effective services they need to participate fully at home, at school, and in the community
- Treat each individual with dignity and respect the expertise of our community partners
- Acknowledge, disclose and appropriately address any real, perceived or potential conflict of interest that may interfere with ethical delivery of service to clients and/or Centre business
- Conduct ourselves in an honest, professional, courteous and friendly manner, in all matters pertaining to our position and in a manner that projects and maintains the reputation of Five Counties Children's Centre
- Place the broader goals of the team/partnership above our own individual aspirations