



PERSONAL ATTENDANT CARE INC.

1650 DUNDAS ST. E. SUITE 200
 WHITBY, ON L1N 2K8
 Telephone (905) 576-5603
 Fax (905) 576-8020

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DEPARTMENT	Human Resources
SUBJECT	Workplace Conduct
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER <i>N. Carter</i>
EFFECTIVE DATE	September 2009
REVIEWED BY (Title & Signature) <i>Pamela DeRaaf</i>	Pamela DeRaaf CHRP, Human Resource Manager
REVIEW DATE	NEW

OPERATIONAL PROCEDURES

Preamble

Personal Attendant Care Inc. provides a work environment that respects and recognizes the value, dignity and uniqueness of all people. In recognition of these values it is the expectation that all employees and volunteers conduct themselves in an ethical and professional manner at all times and comply with all legal statutes and the policies and operational procedures of Personal Attendant Care Inc.

Procedures

Employee's Workplace Responsibility to Clients

The Employee:

- Carries out duties in a manner that ensures primary responsibility to the client is not compromised.
- Performs all responsibilities consistent with the support and promotion of the Mission, Vision and Values of the organization.
- Demonstrates commitment to the values of human dignity and in support of the Human Rights Code in the course of one's work.
- Refrains from engaging in any action that violates or diminishes the civil and legal rights of the client.
- Provides services to the client as outlined in the Service Agreement/Service Plan.
- Seeks advice and counsel of Management whenever such counsel is in the best interest of the client.
- Does not exploit or engage in personal relationships with the client.
- Treats as confidential all personal information obtained in the course of work and comply with all policies and operational procedures relating to the collection, storage and release of personal information.
- Acts to ensure clients have access to resources, services and opportunities they require or so choose to foster maximum self-determination.

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Employee's Responsibility to Colleagues & Other Professionals

The Employee:

- Respects the personal privacy and professional confidentiality of colleagues, recognizing and accepting personal differences.
- Practices respect and regard for colleagues, works cooperatively and fairly and gives due regard to colleague's recognized areas of skill and position responsibilities.
- Follows the Complaint Resolution procedures when addressing any issues of conflict or discrepancy in an open, honest and expedient manner.

Employee's Responsibility to the Employer

The Employee:

- Regards as primary the service obligation to the organization.
- Ensures at all times to provide high quality service and act in accordance with the highest standards of professional integrity.
- Always maintain a professional, confidential and respectful representation of the organization within the community.
- All forms and documentation has been completed and submitted to their Supervisor/Manager as required i.e. Daily Equipment Checks, Client Service Reports, Criminal Reference Checks and Quarterly Reports etc.).
- Continually apprizes oneself of the policies and operational procedures of the organization and in accepting continued employment with the organization adhere to these policies and operational procedures at all times.
- Report any suspected abuse, neglect, criminal activity or ethical violation to Management.

Rules of Conduct

The following list contains examples (not inclusive) of the types of conduct which are unacceptable to the organization and will result in coaching and or disciplinary action:

- Abuse or neglect of a client.
- Violence/bullying in the workplace.
- Theft or removal of Personal Attendant Care Inc.'s or client property.
- Intentional destruction of Personal Attendant Care Inc.'s or client property.
- Falsification of records, including employment application and time/mileage sheets.
- Failure to report to work without notification or prior approval.
- Unacceptable performance standards.
- Continued failure to submit required reports and documentation as required.

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- Repeated, unwarranted lateness or absenteeism.
- Violation of Personal Attendant Care Inc.'s Policies and Operational Procedures and any other governing regulations or legislation.
- Sleeping while on duty.
- Insubordination.
- Breach of confidentiality.
- Reporting to work while under the influence of alcohol or drugs.
- Leaving assigned place of work without permission from Management or using a leave for purposes other than the reason granted.
- Immoral or illegal conduct.
- Harassment as defined by the Human Rights Code.