



ISS 2.54

Code of Ethics

ISS 2.54.1 Integra is committed to providing services and supports based on the foundation referred to as The Essence of Life. The following standards adhere to the Code of Ethics of the company.

ISS 2.54.2 Treatment of Persons Served

- a. Persons served must always be treated with respect and dignity.
- b. The input of persons served is integral to creating a good life; the input should always be accepted in a respectful manner.
- c. Persons served must always have their legal rights respected when they access Integra services.
- d. An environment must always be maintained in which persons served have their personal values respected.
- e. Integra must ensure that corrective action is implemented to reduce and eliminate barriers to service for persons served.
- f. Persons served will feel safe, loved, loving and engaged.

ISS 2.54.3 Employees:

- a) I will do my best to ensure the company meets the needs of persons served.
- b) I will respect the rights, personal values and choices of all Integra employees, stakeholders, volunteers and persons served.
- c) I will commit to upholding the philosophy of the Essence of Life in all that I do.
- d) I will commit to upholding all Culture Statements of each home and day service.
- e) I will commit to upholding to the Guiding Principles of this company.
- f) I will maintain an environment of mutual respect.
- g) I will support an environment in which the development of persons served is respected.
- h) I will recognize excellent work by persons served and co-workers.
- i) I will not allow work from other employment or volunteer positions affect the quality of service I provide at Integra.
- j) I will not accumulate overtime hours without the approval of the site Coordinator or Director.
- k) I will ensure that I respect my health and well-being so that I am able to offer the best quality of support to the individuals I care for.
- l) I will always speak to other in a polite, respectful and courteous manner.
- m) I will support a work environment that is transparent yet mindful of confidentiality and privacy.
- n) I understand my role in consensus building decision making. My concerns and questions are encouraged by all employees of Integra, bearing in mind that they are communicated in a respectful manner.
- o) I will be loyal to Integra and refrain from any activities that may discredit the company.
- p) I will never disclose any information regarding persons served, other employees, site Coordinators, Director or the operations of Integra to outside sources.

- q) I understand that I am encouraged to treat my work as a home and do so in a respectful manner.
- r) I will adhere to all applicable laws and regulations that adhere to Integra.
- s) I will always act in a responsible manner and demonstrate common sense.
- t) I will ensure that my personnel file is up to date, including any training, certification and documents.
- u) I will strive for personal and professional growth to improve my effectiveness.

ISS 2.54.4 Treatment of Families, Professionals, Advocates and Visitors:

- a) Families and friends of persons served, professionals, advocates, visitors and other community members must always be treated with respect, as set out in the Guiding Principles of the Essence of Life.
- b) Requests for information are handled in a timely manner in accordance with confidentiality agreements.
- c) Concerns and complaints of all stakeholders are addressed in a timely manner.
- d) Input is solicited from stakeholders to improve effectiveness.
- e) All complaints from families must be communicated to the CEO, who will address as required.

ISS 2.54.5 Standards of Conduct:

- a) Possessing, dispensing or using a controlled substance at work without a medical prescription is strictly prohibited. Reporting to work or working under the influence of alcohol or a controlled substance without a medical prescription is strictly prohibited.
- b) Integra and its employees will take precautions to safeguard the confidentiality of persons served through locked storage areas. Standards to release information must be in writing and approved by the direct supervisor.
- c) Information regarding persons served is not communicated to other persons served if it violates confidentiality agreements.
- d) Employees will not work in a manner that willfully obstructs or hinders the work of another employee.
- e) Employees will maintain a high level of professionalism and ethical behavior in their dealing with persons served and any other operation related to the company.

ISS 2.54.6 Those working for Integra acknowledge the collective responsibility for all funds used. No employee of Integra will commit the company to expenditures without prior approval.

ISS 2.54.7 Any employee of Integra who is in violation of the Code of Ethics will be subject to progressive discipline up to, and including, dismissal.

ISS 2.54.8 Every employee will be oriented to the Code of Ethics and be expected to sign a written copy that will be filed in their personnel file and a copy given to them.



ISS 1.7

Standards of Employee Conduct and Ethics

ISS 1.7.5. Code of Ethics

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Financial Practices

1. Those working for Integra acknowledge the collective responsibility for all funds used. No employee of Integra will commit the company to expenditures without prior approval.