

The Code of Ethics reflects our commitment to the Mission, Vision, core values and moral principles of the agency. The Code is intended to promote the highest standards of service delivery, business conduct and ethics expected of those who owe a responsibility to Integra and to our stakeholders, and to define the responsibilities and standards expected of ethical decision making. 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 agency.

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

Responsibility as a Business, Corporate Citizen and in Financial Practices

- To work towards stakeholder satisfaction.
- To participate in the community as a responsible corporate citizen.
- To be respectful corporate citizens in the community, employees will participate in activities within the community for the betterment of the community.
- To provide a safe and healthy worksite for employees and persons served.
- To foster a spirit of cooperation and mutual respect with other businesses and community partners for the betterment of the sector.
- To maintain a commitment to high standards of service, continuous quality improvement and the best use of fiscal resources.
- To purchase supplies from reputable suppliers who will treat Integra, our persons served and employees with respect. Integra will also be mindful of its commitment to supporting businesses that hire people with disabilities. No employee may profit personally from a relationship with a supplier.
- To avoid unfair business practices such as fee-splitting, kickbacks for referrals, business conflicts of interest and self dealing.
- To foster a spirit of cooperation and mutual respect with other service agencies, ministries, educational programs, volunteer organizations and others involved in community living and social services.
- To deal with others, both in and outside of Integra, based on honesty, integrity, open communication, social responsibility.
- To behave in full and complete compliance with all applicable laws and regulations.
- To handle all financial practices in accordance with applicable federal, provincial and local legislation.
- To conduct financial matters within the standards of commonly accepted and sound financial management practices.
- To report financial results that will fairly present Integra's financial position and operating results in accordance with generally accepted accounting principles.

- To ensure agency property or the property owned by stakeholders is not used to obtain personal benefit. This Code prohibits waste, theft, fraud, abuse, embezzlement or misappropriation and other wrongdoing of property belonging to the agency, stakeholders, team members, or any associate or supplier. The protection of these assets extends to the agency's intellectual property including but not limited to the website, social media accounts, email, SharePoint and Sharevision.

Responsibility in Marketing Practices

- To reflect accurately the standards and directives of the agency in public statements and to avoid any possible misrepresentation of personal opinion as agency policy/position.
- To clearly define the service that the agency has the mandate and capacity to deliver
- To maintain the overall goal of building communities that best meets the needs of persons served with a cooperative approach to promoting services.
- To ensure other services are not denigrated as part of our own marketing.
- To promote a positive, respectful image of persons served.

Responsibility in Contractual Relationships

- To sign onto only those contractual relationships in which we can deliver quality services and will refrain from entering into contractual relationships with organizations or entities that do not adhere to the same ethical standards as we do.
- To uphold agreements in good faith.
- To ensure our contracts and agreements remain in good standing with funders and regulatory bodies by ensuring accountability and best practice on deliverables.

Responsibility in Conflicts of Interest

- To avoid any conflict of interest situations. For the purposes of this Code, conflicts of interest include but are not limited to, outside employment, gifts, selling or purchasing of goods and services, exchange of monies, gifts or gratuities, or personal fundraising.

Responsibility in Social Media

- To use social media as a responsible corporate citizen during the execution of any business practice or activity.
- To exercise good judgment when posting and be aware that inappropriate conduct can negatively affect Integra, stakeholders, and yourself.
- To show proper consideration for other people's privacy.
- To be polite and respectful of other individuals' opinions.
- To never post malicious, misleading, obscene, defamatory, threatening, discriminatory, or unfair content about Integra, colleagues, or stakeholders.
- To not post confidential information.
- To not post on behalf of Integra or use the logo without prior consent from the CEO or designate.

Responsibility in Service Delivery to Persons Served

- To maintain the best interests of persons served as the primary professional obligation, and advocate for those interests as circumstances require.
- To foster self-determination, and to encourage the individuality and self-advocacy of each person, accepting each person as unique and valuable.
- To maintain confidentiality.
- To respect each person's privacy.
- To respect each person's personal property.
- To seek the input of persons served; the input should always be acknowledged in a respectful manner.
- To be non-judgmental and supportive. No person shall be subject to discrimination based on disability gender identity or expression, age, race, religion, sexual orientation, ethnicity, marital status, socio-economic status or political affiliation. Services will center on individual needs and encompass social, physical, spiritual, and psychological aspects of each person served.
- To encourage and support connections to the person's cultural heritage as desired.
- To support their choice to either participate or not participate in religious instruction or activities.
- To protect persons served from abuse and neglect, and avoid participation in practices which are disrespectful, degrading, intimidating, psychologically damaging or physically harmful .
- To respect the rights of the people supported and not impose personal values, morals, or a particular religious belief.
- To practice informed consent with persons served so that they are aware of their rights, service delivery, confidentiality, access to records and access to advocacy.
- To disclose any potential conflicts of interest.
- To discuss with the direct supervisor or designate, any witnessing of documents by persons served or others, prior to signing it.
- To provide assistance to ensure persons have access to services and supports, and to work cooperatively with other community partners to ensure collaborative service delivery.
- To uphold the principles of the Essence of Life.

Responsibility to the Profession

- To ensure the knowledge and skills of professional staff are used to the greatest advantage in service delivery.
- To ensure that neither standards nor practices of Integra, nor the job description and performance expectations of the agency conflict with the profession's regulatory and ethical requirements.
- To provide ongoing performance improvement and ensure that identified outcomes are being met.

As an Employee

- To maintain high personal standards of professional conduct, avoiding any acts that may bring the agency or service into disrepute or which may diminish the trust and confidence of any stakeholders.
- To conduct themselves in a professional manner by being courteous, friendly, and cooperative. Employees will show respect and empathy to persons served, family members, friends, and community members.
- To set and maintain boundaries in the completion of all job-related responsibilities. Consistent professional boundaries promote trust, effective communication, good health, and wellness, safety, and a sense of security for oneself and others.
- To maintain appropriate boundaries between personal and professional relationships.
- To refuse any gift, favour or compensation which may be influential in obtaining preferential treatment.
- To ensure employees' work time is a resource committed to service delivery and no diverted to personal pursuits.
- To respect the possessions and property of persons served, of colleagues, visitors and friends/family members, and the agency.
- To carry out professional duties and obligations with integrity and objectivity and to recognize how personal values, opinions, experiences, limitations, and biases can affect personal judgment.
- To avoid inflicting personal religious convictions or personal biases based on culture onto others.
- To be aware of unconscious biases.
- To acknowledge limitations in knowledge and competence.
- To not use drugs or alcohol prior to, or during work. Possessing, dispensing, or using a controlled substance at work without a medical prescription is strictly prohibited.
- To maintain standards of safety using appropriate equipment, clothing, and procedures.

As a Team member

- To establish and maintain relationships of mutual respect, trust, and cooperation.
- To foster a culture of best practice.
- To act as a team member, supporting each other by maintaining standards, and by offering and receiving support, especially during emergency situations.
- To use clear and open communication with persons served, team members and Integra leadership.
- To not engage in workplace violence, including but not limited to sexual and personal harassment, bullying, and intimidation towards any person served, co-workers, leadership, or stakeholders.
- To offer both positive and constructive feedback.
- To not practice insubordination with leadership.

Responsibility in Human Resources

- To uphold and practice Human Rights legislation by providing equal opportunity employment to qualified individuals able to fulfill the job responsibilities regardless of disability, race, ethnicity, religion, gender identity, gender expression, socio-economic status, marital status, sexual orientation, national origin, political affiliation, age or status. Any harassment, bullying, intimidation, abuse, neglect, and misconduct are strictly prohibited for all employees, contractors, and volunteers of the agency.
- To ensure employees receive recognition for dedication to agency and services.
- To support employee's professional development of skills and knowledge.
- To ensure discipline procedures, where necessary, are based on thorough investigation and fair and objective treatment of culpable employees.
- To conduct all human resources practices with applicable laws and regulatory bodies.
- To employ and contract with people who uphold the same principles as the agency, including a commitment to the Essence of Life.

Responsibility in Organizational Fundraising

- As a private company, Integra does not engage in any organizational fundraising as mandated by applicable legislation.
- To only contribute to fundraising where it is administered by legal entities.

Responsibility to Integra

- To work towards achieving the Mission and Vision of Integra.
- To assist Integra in providing the highest quality of service, taking account of changing personal, interpersonal, and societal circumstances.
- To be knowledgeable of and abide by Integra standards and directives.
- To maintain confidentiality concerning information obtained while providing services and make disclosures only with the consent of persons served, the CEO or designate, or where required by court order.
- To respect the privacy of all team members and Integra itself, and hold in confidence information obtained in the course of employment or contract.
- To represent Integra's public image in a positive and professional manner through, team members must maintain a neat appearance, and demonstrate friendly, respectful, and cooperative interactions.
- To avoid situations which are or appear to be at non-arms length; no person shall be seen as benefitting or seeking to gain special consideration or favor from Integra, employees must be honest and impartial.
- To keep their role as private citizens, separate and distinct from their responsibilities as Integra employees, and not position themselves in a conflict of interest situation. Any personal fundraising must be approved by the CEO or designate and will only be considered where there is no threat or ill repute to stakeholders.

- To generally avoid participating in public debate (i.e. Public meetings, media social networking sites) or advocacy regarding Integra's standards, except as required in the course of their duties.
- To be careful and cautious when making public comments where their position could be seen to lend weight to the opinion expressed.
- To be aware that only the CEO or designate is authorized to coordinate and conduct media coverage. Prior to media photographs or interviews, consent must be obtained from the CEO or designate, and the persons served or their legal representative.
- To immediately report any potentially sensitive issues or risk to the public image of Integra, to their direct supervisor or designate, in order that a thoughtful response may be developed in consultation with the CEO or designate.
- To direct any request for information from the public to the direct supervisor or designate responsible for that particular service, who will then provide the information and relevant materials as developed by Integra.
- To not seek legal advice on behalf of Integra without the approval of the CEO or designate.
- To not sign an affidavit relating to facts that have come to their knowledge in the course of their duties for Integra in any court proceedings unless approved by the CEO or designate. A written opinion prepared on behalf of Integra by legal counsel is considered confidential association business and is not to be released without prior approval.
- Any witnessing of documents, including legal documents, on behalf of Integra business must be cleared and given prior approval by the CEO or designate.

Compliance and Reporting of allegations/contraventions of the Code

- a) Each individual must conduct themselves in such a manner as to retain the confidence of Integra, persons served, stakeholders and the public. Individual conduct should instill confidence and trust in the eyes of the general public that Integra is at all times fulfilling its obligations to persons served.
- b) The conduct must not bring Integra into disrepute. Accordingly, individuals must avoid situations that violate the Code, or result in a perception that a violation has occurred. If an individual finds themselves in such a situation, they must disclose the matter to their direct supervisor or designate and remedy it.
- c) To ensure compliance with the Code, the process for an individual to bring forward a concern is to discuss it with their immediate direct supervisor or Integra designate as soon as practical, where appropriate. When there is reason to believe that there exists an alleged contravention of the Code, the law, a waste of Integra funds or assets, fraud, abuse or other wrongdoing which is prohibited such as a danger to another person's health and safety, the matter shall be brought to the attention of the direct supervisor or designate, CEO 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 Complaints Resolution Process (ISS 3.4).

- d) Any criminal act will be reported to the police. Community Care Licensing will investigate any contravention of the Community Care Facilities Act where required. The appropriate professional regulatory body will investigate any contravention of a professional code or contract held by Integra. Any misuse of public funds will be investigated internally by the CEO or designate who in turn will report their findings to the funding body for their information, or for further investigation if there is a significant abuse of public funds. CARF will be notified of any major incident involving a violation of Accreditation Standards.
- e) Employees of Integra who are found to be in violation of the Code of Ethics will be subject to progressive discipline up to, and including, dismissal. Contractors and volunteers found in contravention may have agreements terminated.
- f) All employees, contractors, volunteers, persons served, family members or advocates who report any allegations of code misconduct or ethical dilemmas will be free of reprisals.