

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).



Mailing Address:
#200-4252 Commerce Circle
Victoria BC V8Z 4M2
www.integrasupportservices.com

Code of Ethics

- 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.