



## Code of Ethics

All Brain Injury Services of Northern Ontario (BISNO) employees, Board members, volunteers and students on placement will conform to the Code of Ethics.

### **INTENT**

The Code of Ethics is used as a guide to ensure employees meet and maintain proper standards of professional conduct. The Code of Ethics is a framework and not designed to replace other duties equally imperative and other rights specifically not mentioned (it is not an exhaustive list of rules or prohibitions). The spirit of the Code of Ethics is directed towards ensuring ethical behaviour.

### **PURPOSE**

- Outlines expectation for standards of conduct for all associated with BISNO.
- Gives guidance to decision making concerning ethical matters.
- Serves as a means of self-reflection and evaluation.
- Informs others about moral commitments expected of BISNO employees, Board members, volunteers, students on placement, etc.

### **GUIDING PRINCIPLES AND STANDARDS OF CONDUCT:**

<p><b>Principle One:</b> Quality service delivery to all associated with the organization is of primary concern.</p>
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### **Standards for conduct:**

- Treat everyone with dignity and respect
- Deliver services in partnership with integrity, care and compassion.
- Strictly adhere to all policies and procedures pertaining to confidentiality and privacy.
- Achieve success in service delivery by adhering to all established processes.

- Contribute and actively participate in quality improvement and training activities.
- Gain a holistic understanding of every person's needs and goals.
- Support and protect the individual's right to make informed choice and consent.
- Advocate for the development of or access to services when required.
- Act in a manner that honours the rights and reputations of others.

**Principle Two:**  
**Excellence will be achieved through conscientious and consistent conduct.**

**Standards for conduct:**

- Uphold organizational values.
- Strictly adhere to the organization's policies and procedures.
- Demonstrate personal responsibility through:
  - maintaining self awareness (values, attitudes, beliefs, actions)
  - committing to personal/professional growth
  - engaging in healthy self-care activities (enjoyment, enthusiasm and high energy)
  - maintaining honesty, objectivity and accuracy in all professional activities
  - committing to organizational growth (community, civility)
- Commit to maintaining accurate records necessary for rendering services and as required by applicable laws, regulations or organizational procedures.
- Avoid conflicts of interest for financial or personal benefits that may exploit or interfere with the exercise of sound judgement and skills.

**Principle Three:**  
**Accountability will be evident in the manner in which conflicts are identified and resolved.**

**Demonstrate accountability by:**

- Communicating in a civil manner (be gentle and honest) should people fail to respect the dignity of others or who use unnecessary or unwanted actions/behaviours or act in a way that subjects a person to exploitation.

- Promoting the elimination of attitudinal barriers.
- Respecting the diversity of all persons.
- Taking personal responsibility through self monitoring.
- Understand the types of conflicts that surface and the opportunity for growth through resolution.
- Disclosing information in accordance with the organization's policies and procedures and do not stigmatize people.

**Principle Four:  
Responsibility in identifying contravention of this code will ensure quality,  
excellence and accountability in service to all persons.**

#### **Standards for conduct:**

It is everyone's responsibility to:

- Understand and confidently apply the guiding principles and standards of conduct and to seek clarification as required.
- Follow established processes in a manner that reflects organizational values should contravention of the code be suspected.

#### **PROCEDURES**

1. Board members/employees/volunteers/students are required to read and ensure their understanding of the Code of Ethics, which includes guiding principles and standards for conduct.
2. Board members/employees/volunteers/students are required to sign and date the statement of verification on the first day of tenure or placement.
3. This form must be signed and dated by a witness. (The first time the form is completed, the Executive Director acts as a witness.)
4. The original statement of verification is forwarded to the Human Resource Department to be stored in the Board member/employee/volunteer/student personnel file. A copy is provided to the Board member /employee/ volunteer/ student.

5. These forms are to be reviewed and signed with each annual performance evaluation. Volunteer Board members will review and sign statement of verification at the beginning of each calendar year.
6. Contravention of this code may result in disciplinary action, termination and/or requested resignation.