

Next Step to Active Living Summary of Ethical Practices and Guidelines for Executive Committee, Staff and Volunteers

City of Mississauga is guided by the ethics of Trust, Quality and Excellence. These values allow us to discuss the commitments that we have to each other as employees and they speak to our obligations to the citizens of Mississauga. Our Corporate report to Council dated May 23 2007 outlines our values, define our values and identify how we can communicate our values now and in the future.

- **Trust**

For our citizens, upholding the public trust is a critical responsibility for staff. It is the open and responsible manner in which the City is governed. The City of Mississauga clearly holds the trust of the public at present and this allows us to effectively work with our citizens, mayor and council to achieve our goals. For staff, we understand the trust that Council and staff have in each other and how important it is to our continued success.

- **Quality**

We deliver services and programs which enhance the quality of life of our residents. Delivering the right services that add value to our citizens' lives is critical because our services have outcomes that impact our citizens' everyday lives. It is critical to question and review anything that does not improve or maintain our participant's quality of life. For staff, quality of service that we provide is key to how we are judged by the public. It is also critical to stay focused on our employees' quality of work like in everything we do. By attracting and retaining the most qualified staff we will build a quality workforce that can achieve the goals and objectives set out in the strategic vision.

- **Excellence**

Serving as a model of Excellence in Public Administration is Mississauga's reputation and responsibility. We continually need to deliver the right services in a superior way at a reasonable cost. For staff, the ability to deliver our services in an efficient and effective manner ensures that the citizens of Mississauga receive value for money.

Code of Ethics for Staff, Volunteers, Participants and Executive Committee

NSTAL staff, participants and executive committee are committed to developing, improving and facilitating the personal, social, and physical independence of all participants. There is recognition that both action and inaction can be facilitating or debilitating. It is essential that the environment of NSTAL demonstrates the code of ethics.

The purpose of this summary is to promote the public knowledge of expected ethical behaviour for NSTAL. The enforceable standards within this summary and City of Mississauga policies will serve as the basis of guidance for the non-retaliatory processing of complaints. Staff, volunteers, participants and executive committee members who violate the code of ethics are subject to disciplinary action. Individuals disclosing wrongdoings in an honest non-malicious intent will be safeguarded from reprisals as per City of Mississauga whistle blower policy.

Next Step to Active Living embraces the City of Mississauga values and incorporates these additional values:

- learning new independence,
- growth and development of the individual,
- respect for individual choice and privacy

When faced with issues these decision-making steps will be followed with the goal of providing the best possible outcome:

- recognize the issue;
- identify the problem and all potential stakeholders affected;
- determine a sequence of reasonable, concrete actions;
- anticipate and work out barriers that may arise;
- implement; take action(s)
- document the process,
- Evaluate and report the outcome.

The overriding spirit of the code of ethics is based on 5 principals:

- Honor the right of the individual to make choices
- Be respectful of others
- Do no harm
- Personal growth through education and independence
- Integration into community through participation physically, mentally and socially

Enforceable Standards of Ethical Practice

Participant Welfare:

- Primary obligation of NSTAL staff is to their participants. A participant is defined as an individual with acquired physical disabilities 21 years and over receiving services from NSTAL program.
- Staff work with participants in developing and revising individual participation plans that contain realistic and mutually agreed upon goals and are consistent with the abilities and circumstances of the participant. Staff will neither place nor participate in placing participants in positions that will result in damaging the interest and welfare of the participants or public.
- If termination of participation in the program is required staff will, whenever possible, secure the participant's agreement. If required a caregiver may be included in the conversations/decisions but always with respect for the participant. Termination of participation can occur when:
 - it is clear that the participant is no longer benefiting,
 - when services are no longer required,
 - when the program no longer meets the participants needs or interests
 - when there is failure to pay fees,
 - when there is potential for harm to themselves or others.
 - violation(s) of the code of ethics
- If an applicant is deemed not suitable for the program or termination of participation is required NSTAL staff will be knowledgeable about other opportunities/resources/activities and suggest appropriate alternatives for participants.

- Participants will be advised that staff share information amongst each other, the executive committee and volunteers in a professional manner when required.

Respecting Diversity:

All staff, volunteers and participants will demonstrate a respect for each person's cultural background and will not condone or engage in discrimination based on age, colour, culture, disability, ethnic group, gender, race, religion, sexual orientation, marital status or socioeconomic status.

Treatment of Participants:

The following will serve as principles which will guide the actions of staff and volunteers while working with participants in NSTAL programs.

- Do actions:
 - Promote self-esteem and independence in participants;
 - Demonstrate empathy and a desire to use knowledge, understanding and good judgement in a way to improve situations;
 - Encourage participant involvement, growth, and sense of worth in a respectful and safe manner;
 - Always consider barriers that may exist for participants and consider ways in which to reduce or eliminate them.
- Participants must always be treated with respect and dignity.
- Participant input into their program schedule is not only important it is vital. Input should always be accepted in a respectful way.
- Participants in NSTAL programs want to integrate fully into physical and social activities in the community. Therefore we would respect the choice of the individual and encourage independence in participation.
- All participants can expect a safe and comfortable atmosphere of learning and development.

Staff Members and Volunteers are committed to:

- Do my best to ensure that NSTAL program meets the needs of our participants.
- respect, value and maintain the dignity of all individuals
- Create and maintain a climate of loyalty, trust and mutual respect.
- Support and help to maintain a work atmosphere where the work of each individual is respected and recognized for its importance.
- Recognize excellent work and accomplishments of my co-workers, supervisors and participants.
- treat others with respect, positively, and with courtesy,
- Support and maintain a work atmosphere that is open, honest and non-secretive while being mindful of the need for confidentiality.
- State my position and opinions in an honest, respectful sensitive way and respect the decisions of management. Ultimately I will follow the decisions of management as final decisions and carry them out to the best of my ability in a positive, supportive manner.
- Refrain from doing anything that might bring discredit to NSTAL program or participants.
- Recognizing that timeliness, enthusiasm, positive attitude and adaptation to change make for a better work place.

- Upholding all applicable legislation, standards, policies and procedures to enhance NSTAL program's ability to meet its mission.
- Being responsible for the resources, facilities, and equipment used in the operation of the program.
- Make every effort to identify areas for personal and professional growth and development that that will enhance NSTAL program and mission.
- Carefully consider the public perception of my personal and professional actions and the effect my actions could have on staff, participants and NSTAL reputation.
- Take no actions that would be considered or identified as conflict of interest ensuring that my actions would not benefit me personally as a result of my involvement with NSTAL program

Executive Committee: are committed to:

- Do my best to ensure that NSTAL is operated in adherence to regulations, standards, with integrity and excellence in public administration earning and maintaining public trust.
- Uphold all applicable legislation, standards, policies and procedures to enhance NSTAL program's ability to meet its mission.
- Treat others with respect, sensitivity, and courtesy,
- Manage NSTAL resources responsibly.
- Take no actions that would be considered or identified as conflict of interest ensuring that my actions would not benefit me personally as a result of my involvement with the NSTAL program.
- I will carefully consider the public perception of my personal and professional actions and the effect my actions could have on staff, participants and NSTAL reputation.
- I will strive for personal and professional growth to improve my effectiveness as a NSTAL executive committee member.
- I will refrain from unwarranted intrusion into the responsibilities of NSTAL daily operational management.

Fundraising:

Fundraising for NSTAL program does not occur. Fundraising activities that staff /volunteers or participants are engaged in; for other not for profit, charitable, or sporting organizations/agencies can be brought to the program for sale. The seller may provide one introduction of the product and why it is being sold. The product or a sign for the fundraising event can be left out for view. No further encouragement of participation or pressure to purchase is acceptable.

Staff/participants/volunteers interested in purchasing/supporting the fundraiser will do so as they see fit and will approach the seller. The seller may not approach other staff/volunteers/participants.

Solicitation of business/services or for profit items (i.e. Avon, Income tax services, etc.) are not permitted by staff, volunteers or participants.

Witness of Document:

The program coordinator or leadership staff can witness internal documents such as (confidentiality, ethics, hiring forms). Staff do not witness any legal documents or external documents.

Use of Personal Equipment:

Staff do not use personal equipment for programming (ie: a stability ball or portable stereo)
Staff are able to use a personal device as outlined in the Bring your own device policy (03-05-06)

Scope of Practice:

Each employee and volunteer is expected to work within the role for w