



Section	Employee Relations		
Policy:	HRP 5.04 Code of Conduct		
Effective Date:	December 2, 2010	Revision Date:	October 2018
Replaces:	3.03 Code of Ethics		

1 PURPOSE

- 1.01 The purpose of the Code of Conduct (“Code”) is to formalize and communicate Springboard’s commitment to fair dealing, honesty and integrity in all aspects of our conduct. We take this responsibility to our clients, funders, donors, employees, directors, students, volunteers and other stakeholders very seriously.
- 1.02 The Code is vital to implement these responsibilities in the workplace and in dealings with the public and our stakeholders. It also aims to demonstrate to our stakeholders and the public, the agency’s commitment to conduct itself ethically.

2 SCOPE

- 2.01 This policy applies to all Springboard employees, volunteers, students and its Board of Directors.

3 RESPONSIBILITY

- 3.01 It is the responsibility of the Executive Director and the Board of Directors to manage and monitor compliance with the Code.

4 POLICY

- 4.01 Each employee, student, volunteer and member of the Board of Springboard is expected to read and comply with the entire Code. Failure to abide by this Code will lead to disciplinary measures appropriate to the violation, up to and including dismissal.

4.02 Compliance with Legal and Ethical Standards

Springboard employees will act ethically with high standards of integrity and will abide by the law in their agency dealings. Employees are required to be aware of all Springboard policies. Employees are also required to be aware of funders’ requirements, rules and regulations relating to activities in the department or program in which they work, and observe them at all times. No one at Springboard is permitted to commit or condone any illegal or unethical act, or to instruct other employees to do so. If in any doubt at all, seek advice and direction from your Supervisor, Department Manager, Human Resources Manager, Department Director or the Executive Director.

Employees will immediately report to their direct Supervisor the incurring of criminal charges. The Supervisor will confidentially share the information with the appropriate level of management and the Human Resources Manager.



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4.03 **Our Responsibility to Fellow Employees**

Springboard is committed to providing a safe and equitable workplace by preventing unlawful discrimination and harassment and bullying. Any behaviour that could be construed as harassment or discrimination on any ground protected by human or civil rights law will not be condoned. Similarly, violence of any kind in the workplace, at a Springboard event or in the presence of or directed towards any employee, client, supplier, community partner, funder, or donor will not be tolerated.

4.04 **Employment Practices**

Springboard is committed to ensuring that equal opportunity exists for all employees in all aspects of employment. Merit will be the principle on which all employment and promotional opportunities will be based.

4.05 **Job Performance & General Conduct**

Employees will carry out their job responsibilities to the best of their ability. This includes among other things: accepting supervisory direction, teamwork, participating in the performance evaluation process, training, ensuring safety and security of employees, clients and others in the workplace, and maintaining the required quality and quantity of work.

Employees will conduct themselves professionally in the fulfillment of their duties and in all dealings with their fellow employees, clients, funders, community partners, visitors and the public at large.

4.06 **Attendance**

Springboard is committed to promoting and maintaining high standards of attendance and employees are expected to be at work on time each scheduled day. When illness or emergencies necessitate absence or lateness, employees are expected to notify their Supervisor at the earliest opportunity in advance of their regular hours of work.

4.07 **Drugs & Alcohol**

The use, possession, distribution, offering or sale of recreational drugs or alcohol while on agency business or on agency premises, including agency vehicles, is forbidden. For clarity, recreational drugs means drugs which may or may not be legal in Canada (including cannabis and cannabis-related products), taken without a prescription from a certified medical doctor. Executive Director approval is required if alcoholic beverages are to be served at an agency-sponsored function.

For their own safety, and for the safety of others in the workplace, Springboard employees who report to work impaired by alcohol, recreational drugs or prescribed drugs will not be permitted to work.



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4.08 **Appropriation of Agency Assets**

Employees have a responsibility to protect Springboard’s tangible and intangible assets entrusted to them from loss, damage, misuse or theft. Springboard assets such as funds, products, electronic devices and services, including, but not limited to, computers, computer-related equipment, products and services, may only be used for agency business purposes. The agency’s name, property (including intellectual) and brand must not be used for personal advantage.

4.09 **Proper Maintenance of Records**

Springboard requires honest and accurate recording and reporting of all administrative, program and client information. Springboard’s books, records and logs should accurately reflect all transactions. Undisclosed and unrecorded information including revenues, expenses, assets or liabilities are prohibited.

Employees may not alter, conceal or falsify any document or record. Each Springboard department will adopt the approved record retention practices consistent with Springboard’s documented policies and applicable legal and regulatory requirements.

4.10 **Our Responsibility with Respect to Privacy, Information Disclosure and Intellectual Property**

Employees are required to comply with Springboard’s privacy policies with respect to confidential client and employee information.

Employees are required to protect Springboard’s confidential and proprietary information from unauthorized disclosure and use. This applies to information about clients and fellow employees as well as confidential and proprietary information about the agency’s own affairs. Proprietary information includes any information that is not generally known to the public and is helpful to Springboard, or would be helpful to competitors. Employees may not use confidential information or trade secrets gained by virtue of their employment with Springboard for personal gain or for any purpose other than specific job related duties.

Employees will safeguard all proprietary information by marking it accordingly, keeping it secure, and limiting access to those who have a need to know such information in order to do their jobs.

When an employee leaves Springboard for any reason, confidential and proprietary information remains with and is the exclusive property of the agency and is not to be used or disclosed in any way by the departing employee following the termination of his or her employment with the agency.

Employees are required to comply with agency intellectual property policies and required to sign all documents to enable Springboard to secure patents, trademarks, copyrights, designs or other intellectual property rights and to transfer legal title therein.



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4.11 **Conflicts of Interest**

A conflict of interest is any situation where an employee’s personal interest, that of a relative, or someone with whom they have a close personal relationship, conflicts, appears to conflict, or could potentially conflict, in any way with the interests of Operation Springboard. Employees must avoid any activity that compromises, or could reasonably be seen to compromise, their judgment, causes them to show undue favouritism to any party or causes them to receive a benefit of some kind. When in doubt it is best to disclose a potential conflict of interest to your Supervisor and Human Resources Manager or the Executive Director. Employees are required to provide immediate written notice to their supervisor and the Human Resources Manager of any employment or business interests outside of Springboard for an assessment of whether any conflict may exist.

4.12 **Communications Devices/Assets**

The agency’s electronic devices and services, including, but not limited to, computers, computer-related equipment, products or services are the agency’s property and should be used primarily for agency purposes. Incidental appropriate personal use is permitted provided it does not interfere with the normal course of agency business.

The agency’s electronic devices, specifically computers, should not be used to download any third party or confidential employee information for any purposes other than agency business related purposes. Computers should not be used to download any offensive or pornographic materials from the Internet. All downloadable material should be for agency business purposes and should comply with the agency’s policies. Springboard’s computers should also not be used to download copyrighted material from the Internet including music and software.

The agency owns all information contained on the agency’s computer networks. Therefore an employee should have no expectation of privacy or confidentiality on any personal information received or transmitted on the agency’s computer networks.

4.13 **Political and Charitable Activity**

Employees should not engage in any political activity in the workplace unless authorized by the Executive Director. Employees raising funds outside of the fundraising program of Springboard or for other causes should exercise discretion and seek Executive Director approval to solicit donations from co-workers, clients, suppliers, community partners or funders. Employees are not authorized to use e-mail group distribution lists for these purposes.



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4.14 **Reporting Concerns**

Taking action to prevent problems is part of the Springboard’s culture. If you become aware of an existing or possible violation of the Code, you should promptly notify the appropriate person or manager. Your concerns, however, can also be expressed on a confidential or anonymous basis to the Workplace Advisor, Human Resources Manager or the Executive Director. The concern can be submitted in a sealed envelope addressed to the appropriate individual. The envelope should be marked “Personal & Confidential”.

Retaliation against any employee who honestly reports a concern to Springboard about an existing or possible violation of the Code will not be tolerated. It is unacceptable to file a report knowing it is false.

5 DEFINITIONS

5.01 **Employees** – means any individual employed by Springboard in any capacity, including students, volunteers, advisors and Directors of the Board.

5.02 **Relative** – includes a spouse, common-law spouse or partner, parent, child, sibling, grandparent, grandchild, in-law, aunt, uncle, cousin, nephew, niece or other close relative as well as those of a spouse or partner.

5.03 **Workplace Advisor** – an independent third party consultant that reports to the Executive Director on the handling of concerns and complaints under this policy.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

The Code is underpinned by all active and approved agency policies which can be accessed through Springboard’s Policy Officer and on our employee network drive at: P:\Policy and Procedure Documents. Employees are required to know and comply with the policies applicable to their specific areas of work.

7 PROCEDURES

7.01 New employees are made aware of the Code of Conduct in two places:

- In their offer letter package from the Human Resources Department
- During their Human Resources orientation during which they are expected to review and submit a signed copy to the Human Resources Department.

7.02 All employees, volunteers, students and Board members are required to sign the Code annually and in compliance with the timelines defined by the agency.

7.03 Any questions about the Code should be directed to the Human Resources Manager for follow up with the Executive Director.



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8 ATTACHMENTS (None noted)

I am a/n: <input type="checkbox"/> Employee	I am a/n: <input type="checkbox"/> Volunteer <input type="checkbox"/> Student <input type="checkbox"/> Other
I _____ have read and reviewed Springboard's Code of Conduct and understand the aforementioned guidelines fully. I commit to compliance with the Code. I understand that a breach of the Code may lead to disciplinary action up to and including dismissal from Springboard and/or legal action.	I _____ have read and reviewed Springboard's Code of Conduct and understand the aforementioned guidelines fully. I realize that failure to comply with these expectations will result in termination of my relationship with Springboard.
Signature:	Signature:
Date:	Date:
Witness Printed Name & Signature:	Date:



Section	Employee Relations		
Policy:	HRP 5.04.01 Code of Conduct For Direct Service Staff		
Effective Date:	September 30, 2011	Revision Date:	March 2020
Replaces:			

1 PURPOSE

1.01 This policy is in addition to the *HRP 5.04 Code of Conduct*. The Code is vital in fulfilling staff responsibilities in the workplace and in dealings with the public and our stakeholders. It also aims to demonstrate to our stakeholders and the public, the agency’s commitment to conduct itself ethically

2 SCOPE

2.01 This policy applies to all Springboard employees, volunteers, and students who provide direct service to clients.

3 RESPONSIBILITY

3.01 It is the responsibility of the Executive Director to manage and monitor compliance with HRP 5.04.01 Code of Conduct for Direct Service Staff.

4 POLICY

4.01 Each staff including contract employees, students, and volunteers must sign an agreement to abide with the HRP 5.04.01 Code of Conduct for Direct Service Staff as a condition of employment/placement. The “Code” outlines and establishes clear expectations of professional conduct and deportment. Failure to abide by this Code will lead to disciplinary measures appropriate to the violation, up to and including dismissal.

4.02 Employees, students and volunteers will ensure at all times, that their attire and deportment reflect the professional standards of the organization.

4.03 Employees, students and volunteers will clearly define their professional role, responsibilities, and relationships with clients, facilitate positive client growth and development, manage client behaviour, model pro-social behaviour, and ensure the safety and security of all program participants.

4.04 Employees, students and volunteers will uphold the client’s right to self-determination.

4.05 Springboard employees, contractors and volunteers are expected to report fit for duty, and to remain fit for duty throughout their workday or shift. “Fit for Duty” means being able to safely and acceptably perform assigned duties without any limitations attributed to the use or after-effects of alcohol, recreational drugs, prescription or over-the-counter medications or other substances.



Section	Employee Relations		
Policy:	HRP 5.04.01 Code of Conduct For Direct Service Staff		
Effective Date:	September 30, 2011	Revision Date:	March 2020
Replaces:			

- 4.06 Employees, students and volunteers will not endanger the well-being of clients and staff through neglect, or intent by causing a breach of security.
- 4.07 Employees, students and volunteers will not subject any client to any form of verbal, physical, emotional or sexual abuse.
- 4.08 Employees, students and volunteer will display professional conduct and maintain relationships which are fair, impartial and free of all impropriety, including, but not limited to, sexual impropriety, in all dealings with current or former clients, families and associates.
- 4.09 Employees, students and volunteers will not engage in unacceptable physical contact including: corporal punishment or any forms of physical sanction; physical use of force, physical assault; and degrading treatment, emotional abuse or personal humiliation.
- 4.10 Employees, students and volunteers will immediately comply with the requirements governing the “Duty to Report” and exercise the legislated obligations in all circumstances where there are reasonable grounds that a child is or may be in need of protection from abuse.
- 4.11 Employees, students and volunteers will report immediately any real or perceived circumstance where a conflict of interest may arise e.g., where a client is known to my family or me and/or where prior personal contact with the client may have occurred.
- 4.12 Employees, students and volunteers will attend any Agency location free from the influence of alcohol or recreational drugs whether on or off duty. For clarity, recreational drugs means drugs which may or may not be legal in Canada (including cannabis and cannabis-related products), taken without a prescription from a certified medical doctor.
- 4.13 Employees, students and volunteers will not engage in any exchange of personal gifts or favours from a client, former client, or his/her family and friends.
- 4.14 Employees, students and volunteers will not accept any form of bribe or unlawful inducement.
- 4.15 Employees, students and volunteers will not use any Agency supplies, equipment, etc., for personal use.



Section	Employee Relations		
Policy:	HRP 5.04.01 Code of Conduct For Direct Service Staff		
Effective Date:	September 30, 2011	Revision Date:	March 2020
Replaces:			

4.16 Employees, students and volunteers will not engage in any personal/social contact with clients or former clients of the agency.

5 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

HRP 5.04 Code of Conduct

6 PROCEDURES

6.01 New employees are made aware of the Code of Conduct for Direct Service Staff during their Human Resources orientation during which they are expected to review and submit a signed copy to the Human Resources Department.

6.02 All employees, volunteers and students who provide direct service to clients are required to sign the HRP 5.04.01 Code annually and in compliance with the timelines defined by the agency and/or program funder(s).

6.03 Any questions about HRP 5.04.01 Code should be directed to the Human Resources Manager, or designate for follow up with the Executive Director.

7 ATTACHMENTS

None.



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<p>I am a/n: <input type="checkbox"/> Employee</p> <p>I _____ have read and reviewed Springboard's Code of Conduct for Direct Service Staff and understand the aforementioned guidelines fully. I commit to compliance with the Code. I understand that a breach of the Code may lead to disciplinary action up to an including dismissal from Springboard and/or legal action.</p> <p>Signature:</p> <p>Date:</p>	<p>I am a/n: <input type="checkbox"/> Volunteer <input type="checkbox"/> Student <input type="checkbox"/> Other</p> <p>I _____ have read and reviewed Springboard's Code of Conduct for Direct Service Staff and understand the aforementioned guidelines fully. I realize that failure to comply with these expectations will result in termination of my relationship with Springboard.</p> <p>Signature:</p> <p>Date:</p>
<p>Witness Printed Name & Signature:</p>	<p>Date:</p>