



10.3 Code of Conduct – Staff

Introduction

Employees are expected to promote and abide by the mission, vision, values and policies of Canadian Crossroads International. By their conduct, all employees contribute to the organization's integrity and enhancement of public confidence. They are expected to conduct themselves in a manner that will bear the closest public scrutiny without risk of censure.

Application

This policy applies to all full-time, part-time and contract positions including short-term contracts in which an independent contractor is hired to fulfill specific requirements on behalf of Crossroads.

This Code is intended to guide those activities engaged in by staff on behalf of Crossroads. The private conduct of each staff member is a personal matter except when such conduct compromises the reputation, image or integrity of Crossroads.

Principles

Crossroads as employer believes in creating a workplace based on mutual trust and respect of each individual. In outlining the key elements of the code of conduct, Crossroads does not suggest that employees' conduct will be monitored intrusively, or that an environment is envisaged that limits or intrudes on personal dignity and autonomy. Rather, it is understood that employees will be expected individually to honour the guidelines provided in this code, and to use their best judgment in raising issues that are unclear.

In all aspects of their conduct, employees are to consider the spirit and intent of the policy. Employees should:

- always act in good faith in their relationships with other staff, volunteers and external stakeholders;
- not participate, engage in or condone dishonesty, fraud, deceit or misrepresentation;
- not engage in public criticism of Crossroads;
- avoid conduct which might appear to present a conflict between the best interests of Crossroads and private/personal interests; (See also – Conflict of Interest Policy)
- identify, declare and discuss real, potential or perceived difficulties in meeting standards of conduct;
- develop a plan to resolve any possible conduct violations in consultation with one's supervisor.

Alcohol and Drugs

While at work, employees must not be under the influence of alcohol or drugs (other than those prescribed by a doctor.)

Attendance

Employees must notify their supervisor as soon as possible if they are unable to report for work (e.g. By leaving a message on voicemail prior to the start of the work day, and speaking directly with the supervisor at the beginning of the work day). Employees should indicate when they expect to return to work, or when they will next contact their supervisor. Crossroads may consider an employee to have abandoned their job if for more than three consecutive working days they do not report for work when expected, contact the organization, or provide a satisfactory reason for the absence.

Computers

Employees shall not make any changes to computer software or hardware except as directed by the Director of Finance and Administration. Under no circumstances should employees load unauthorized software onto any Crossroads PC, or network computer. Employees are to use, copy and distribute third party software only as stated in each specific license agreement.

E-mail, the office computer network, voicemail services and other media are the property of Crossroads and are to be treated accordingly. More than incidental browsing of the Internet or e-mail for personal use during working hours is unacceptable. Accessing websites containing sexually explicit or racist material is unacceptable and will not be tolerated. E-mail and any computer files may be monitored at any time by the Network Administrator, the Executive Director or the employee's supervisor/manager.

Employees assigned a laptop computer are responsible for the safe keeping of the computer. Locking them out-of-sight in a vehicle and removing them from a vehicle overnight.

Confidentiality

Employees have an obligation to maintain complete confidentiality of Crossroads affairs and decisions. They will not relay information about colleagues, donors, volunteers, or other organizations, which they have gained in the process of their activities on behalf of Crossroads and which they have reason to believe is considered confidential by those persons.

Employees must be cautious about electronically transmitting, disposing of, or leaving confidential information where others can see it. Confidential records are to be secured with passwords and physical locks. Confidential information includes but is not limited to:

- personnel records and payroll information, including home telephone numbers;
- situations involving a volunteer or staff member with respect to a grievance, a legal issue, or an investigation under way;
- client information;
- donor information and donor lists;
- personal information about volunteers;
- financial information about Crossroads.

Crossroads Management has a responsibility to set clear guidelines for staff regarding any other specific issues that are considered restricted in terms of what can or cannot be discussed with other staff, with senior volunteers, and with the Crossroads community.

Display of Materials

Employees must ensure that any words, pictures, emblems, symbols, posters, tee-shirt slogans or other displayed materials are not offensive to colleagues or Crossroads stakeholders who may witness these materials.

Duty of Care

Each employee has a general duty of care towards the organization's assets, including records and information. Misuse or negligent handling of these assets may include:

- approval or incurring an expense which is clearly inconsistent with policy;
- failure to establish or adhere to basic financial controls;
- failure to ensure the security of the organization's assets.

Off-site Use of Equipment and Property

Equipment, files, and records or other property of Crossroads may be used away from the workplace, if authorized by the supervisor. Use of such Crossroads property by unauthorized people, such as family members, friends or others is not allowed.

Ownership of Work

All information and material collected, conceived, or developed while performing work for Crossroads is the property of the organization, unless otherwise agreed to by the Executive Director and the employee.

Personal Business

Employees are expected to exercise their best judgment and limit the conduct of personal business during working hours. As well, employees should not use organizational resources to send personal mail or charge personal long distance telephone calls. Employees should not use organizational resources without permission while engaging in outside personal, professional or commercial activities. For other than incidental use, employees should reimburse the organization for any supplies, materials or other charges related to their personal business.

Political Activity

Employees are entitled to engage in political activities as they see fit in their personal time, but must not imply that their candidacy or support for a political process has been in any way endorsed by Crossroads.

Communications

All communications with the media regarding sensitive issues such as staffing, Board relations, budget issues, relationships with funders, etc. must be referred to the Executive Director and/or the Chair of the Board. (Refer to Crossroads' Communications Policy)

Public Information and Records

Crossroads' Annual Report and audited financial statements are public documents and are available to any employee or member of the public who requests them. Within the confidentiality guidelines, employees should ensure that information given to the public is complete, understandable, and truthful.

The accuracy of personnel, donor and other administrative records is critical to ensuring quality of service and continuing trust in Crossroads. It is a violation of policy to misrepresent the organization, omit statements of fact, or to falsify any record or report. It is also a violation of policy to use any Crossroads record for any purpose other than that intended by Crossroads.

Disciplinary Action

Employees who violate this policy may be subject to progressive disciplinary action as outlined in section 6 of this policy, up to, and including, termination.

I have read, understand, and agree to comply with the Crossroads International Code of Conduct for staff.

Date:

Signature: