



KINNECTIONS CARE PROVIDERS ROLE & CODE OF CONDUCT

PREAMBLE

Care providers employ a multi-disciplinary body of knowledge, methods and skills in performing professional services and activities. These activities are aimed at facilitating, maintaining and enhancing the client's involvement with the community, while giving the guardian and/or family caregiver a needed break.

ROLE DESCRIPTION & LIMITATIONS

- Provide support for a client with disabilities who requires some degree of assistance
- Support and supervise clients in the absence of their guardian and ensure their safety and well-being
- Plan and carry out activities with the client, following direction from the guardian, and within program limitations. Activities may take place in the client's home, the neighbourhood, or in the community.
- Care providers:
 - are required to keep records of the care provided
 - will report important developments and concerns to the guardian and to Kinnections
 - must listen closely and take their lead from the guardian.
 - will be respectful and non-judgemental about the way the family provides care
- Care providers WILL NOT
 - change the type of support requested by the guardian or engage in any activity prohibited by the guardian
 - engage in any activity directed the guardian if it is prohibited by Kinnections policy, or the care provider is not comfortable carrying out that activity
 - implement any form of behaviour management that the guardian has prohibited
 - implement any form of behaviour management directed by the guardian if it is prohibited by Kinnections policy

COMMITMENT TO THE CLIENT AND GUARDIAN

In recognition of the trust represented when clients are placed in their care, care providers acknowledge their obligation to provide a safe, nurturing environment for clients. As such, the care provider, the client's guardian, and the Agency will work together to provide the best possible experience for everyone involved. Employee misconduct will not be tolerated, especially as it relates to the well-being of Kinnections clients.

Misconduct refers to inappropriate behaviour in the organization and includes but is not limited to any/all of the following scenarios that go beyond the employee's employment responsibilities with the client and/or do not occur within the context of their duties and responsibilities such as:

- Writing personal letters or text messages to a client not related to service provision;
- Making personal phone calls to a client not related to service provision;
- Having personal Internet exchanges with a client (email, instant messaging, chatting, social networking) not related to service provision;
- Sending personalized gifts to a client;
- Offering unauthorized rides to an individual client;

- Spending time with a client outside of designated work times and activities (except where such activity results from a guardian-initiated request and the activity has been disclosed to and approved by the organization in advance);
- Favoring a client;
- Telling sexual jokes or making comments with a sexual connotation to a client;
- Showing a client sexually explicit or sexist material, signs, cartoons, calendars, literature, photographs, or displaying such material in plain view.

Care Providers Must:

- Regard the welfare of the client as their primary obligation;
- Always adhere to the organization's policies and procedures in dealing with clients;
- Respect the worth of all individuals regardless of ability, religion, sex or natural ancestry;
- Deal with clients and their guardian in a just and considerate manner;
- Treat all allegations or suspicions of sexual misconduct seriously;
- Report allegations or suspicions of abuse to their supervisor or manager;
- Consider the final outcomes of any behaviour, as well as a client's or guardian's reaction to any activities, conversations, or interactions, so as to avoid embarrassing, shaming, or humiliating the client;
- Be discreet with information of a sensitive or confidential nature, sharing such information only with express permission from the client and/or their guardian, or if sharing is requested by law;
- Avoid exploiting (to make use of selfishly or unethically) the relationship with any client or their guardian;
- Provide caring, appropriate, respectful interaction with the client during periods of care provision;
- Be aware that the guardian is the primary caregiver, and carry out duties according to their wishes, within the boundaries of Agency policies.

Care Providers Must Not:

- Engage in any activity that endangers a client or makes a client feel uncomfortable;
- Engage in any activity that goes against the organization's mandate, policies, or code of conduct;
- Make any sort of comment or joke to or regarding a client that is in any way suggestive, explicit, or sexual;
- Engage in any sort of physical contact with a client that may make the client feel uncomfortable, or that violates reasonable boundaries;
- Conduct their own investigation into allegations or suspicions of sexual misconduct — it is a care provider's duty to report, not to investigate;
- Place a client in danger from anyone, either within or outside of the organization;
- Upload pictures of the client to the internet or a personal storage device without written guardian permission. Pictures taken of the client will be forwarded to the guardian immediately and then deleted;
- Offer any client "special" treatment that falls outside of the organization's mandate, or that may (or may appear to) place a client at risk of exploitation;
- Take sides between the client and their family members.

Care Providers Will Consider Whether:

- The activities they are engaging in with a client are known to, or approved by your supervisor and/or the guardian. Client interactions should be transparent, and never secretive;
- The organization may be detrimentally affected by the employee's activities;
- The activity may be reasonably regarded as posing a risk to the personal integrity or security of a client;
- The activity may contribute to a client's discomfort;
- The activity may appear inappropriate to the organization, the client's guardian, or the public.

COMMITMENT TO PROFESSIONAL RELATIONSHIPS & PLACEMENT PRACTICES

Care providers recognize their role and contribution to the client, the guardian, and thereby, the community at large, and in doing so acknowledge and support positive professional practices between themselves and other professionals. A sound relationship with Kinnections is built upon personal integrity, dignity and mutual respect.

Care Providers Must:

- Only accept a contract where they believe their professional skills are adequate to meet the client's needs;
- Negotiate and execute the terms of all working agreements fairly and honestly;
- Adhere to the conditions of a working agreement with Crossroads until terminated by mutual consent;
- Accept no commitment that will impair the effectiveness of their professional service
- Permit no exploitation of their professional position;
- Maintain an attitude of mutual respect when working with Crossroads staff;
- Follow appropriate channels of resolution when dealing with specific concerns or difficulties.

ACCEPTABLE CONDUCT

Should a care provider fail to abide by the Code of Conduct as set forth, disciplinary action may be taken, which can result in termination or require corrective action within defined time limits.

Care provider SIGNATURE

Care provider PRINT

Date