



## MULTI-SERVICE CENTRE

### CODE OF CONDUCT

The MSC Code of Conduct is aligned with our Vision, Mission and Belief statements. The overall goal is to provide a framework for personnel to contribute to the welfare of key stakeholders while respecting the reputation of the MSC and the rights of all individuals affected by MSC operations. To assist the MSC in maintaining an exemplary work environment that promotes a high level of job satisfaction and a respectful collegial atmosphere, we require that all personnel conduct themselves in an ethical, respectful and professional manner at all times.

The MSC is committed to providing an environment that is free from harassment or discrimination on the prohibited grounds defined by the Human Rights Code, R.S.O. 1990, c.H. 19.

The MSC is also committed to quality, health, safety and wellness by ensuring that all personnel work safely and as scheduled. As part of this commitment, the MSC promotes a smoke and vape free environment, free from alcohol/drug impairment and any illegal activities.

All MSC personnel are responsible for maintaining the privacy and security – verbal, written and electronic – of any confidential information or material acquired as an employee/volunteer or affiliate of the MSC. Personnel are strictly prohibited from the distribution, posting via the internet or publication, of any material that may be interpreted to be unauthorized, confidential, disrespectful or sensitive and may injure the reputation of others or the MSC.

All MSC personnel are expected to maintain a professional behavior, dress code and standard of personal grooming appropriate to their position. Personnel must consider health and safety with regard to their professional image and personal grooming.

MSC personnel and client relations are considered professional and must be treated in a dignified, fair and understanding manner at all times. Personnel will not impose their personal, religious, political or ethical beliefs, opinions or needs upon others. All personnel shall adhere to the principles that reinforce the professional boundaries, goals, ethics, and values of the MSC. Service provision will occur in approved MSC locations and MSC personnel will comply with MSC Board approved policies, funder protocols, contract terms and conditions as applicable.

Complaints, concerns and compliments expressed by our clients, personnel or members of the public shall be resolved or acknowledged as openly, courteously and promptly as possible, as the MSC continues to be committed to providing to the best of our ability, a safe and healthy environment for all concerned.

***Please note:***

Non-compliance with any Code of Conduct directive by any MSC personnel may result in discipline up to and including termination.

Approved program/service parameters may result in exceptions to the above statements.

Procedures and enforcement protocols attached to this Code are described in the MSC Policy PolPro-A-RulesCon-3-1 Code of Ethical Conduct.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Serving the Community since 1978

**Mission:** *The Multi-Service Centre is a charitable organization providing excellence in employment, literacy and home support services to Oxford, Norfolk, and Elgin communities through partnerships and innovation that allows others to embrace their personal independence.*

**Vision:** *Building a Community of inclusiveness, innovation and independence together.*