

Sunbeam Community & Developmental Services	
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Policy Name: Code of Conduct for Persons Supported and Families/Advocates/Guardians/Visitors	

GUIDANCE

The purpose of this Code of Conduct, which applies to the people whom we serve as well as to their families/advocates/guardians, and visitors, is to promote an understanding of acceptable and unacceptable conduct and behaviour towards Sunbeam's staff, volunteers and other people whom Sunbeam supports.

SCOPE

This policy applies to Sunbeam Community & Developmental Services (Sunbeam).

DEFINITIONS

Advocate: An individual who knows the person supported and is acting in their best interests to promote and ensure that the provision of services by Sunbeam are aligned with the person's needs, wants, abilities and capabilities, but who does not have the legal authority to provide consent/decision-making on behalf of the person supported.

Guardian: A legally assigned decision maker. This may be a parent, someone who has received a guardianship agreement through a court process or may be a representative of a placing agency such as a Children's Aid Society. Generally, in Community Living Services, the term guardian applies to supporting people under the age of 18. On occasion, courts or the Ontario Public Guardian and Trustee (OPGT) office may appoint a Guardianship of Property or of the Person, for individuals over the age of 18 who are deemed mentally incapable and who do not have a Power of Attorney in place.

Persons Supported: In this policy, "persons supported" refers to all individuals receiving services from any program or service area of Sunbeam. As Sunbeam is the host agency for Developmental Services Ontario Central West Region (DSO-CWR), this also includes applicants with the DSO-CWR.

POLICY

As an employer, Sunbeam is obligated to ensure that our policies and programs protect our employees and volunteers from violence and harassment in the workplace. That includes, but is not

limited to, abusive, threatening, bullying, or intimidating actions and behaviours directed towards employees and volunteers.

This policy is complementary to, and supplemental to Sunbeam policies:

- Respecting the Homes of the People We Serve, and
- All Human Resources policies relevant to harassment, violence, bullying in the workplace.

The people whom we serve and their family/advocate/guardian and visitors are expected to:

- Support Sunbeam in maintaining a safe and respectful environment for the people whom we serve, and our staff and volunteers
- Be respectful at all times to all people whom we serve, and our staff and volunteers
- Respect and comply with all applicable federal, provincial and municipal laws
- Respect the differences in other people and their ideas and opinions
- Respect the rights and needs of others
- Not swear or use profanity or other inappropriate and/or aggressive language on Sunbeam premises and /or towards the people whom we serve, and our staff and volunteers
- Respect and comply with Sunbeam policies, including but not limited to the Complaints Policy, Respect of the Individual's Home Policy, and the Social Media Policy
- Cooperate with investigations, protocols, and procedures designed to address and prevent misconduct and ensure a healthy and safe environment for everyone.

Acknowledgement and understanding of this policy, and the consequences of noncompliance are outlined here.

The people whom we serve and their family/advocate/guardian and visitors must acknowledge that unacceptable conduct includes, but is not limited to:

- Threats (verbal and/or physical) or harassing behaviour towards the people whom we serve, and our staff and volunteers
- Bullying, including cyber bullying and written bullying content
- The use of loud, aggressive, threatening and/or offensive speech, including, but is not limited to, the use of profanities
- The use of aggressive, defamatory, threatening and/or offensive language, which includes but is not limited to the use of profanities texts, voicemail messages or other forms of communication, including all forms of social media
- Causing physical harm to another person
- The use of alcohol or illicit narcotics on Sunbeam premises that adversely affects the people whom we serve, and our staff and volunteers
- Disruptive behaviour that interferes or threatens to interfere with Sunbeam's operations
- Conduct that is injurious to morale and/or the mental well-being of others
- Discriminatory conduct towards the people whom we serve, and our staff and volunteers, and
- Disorderly, immoral or indecent conduct.

The people whom we serve and their family/advocate/guardian and visitors acknowledge and understand that a violation of this Code of Conduct may lead to:

Sunbeam conducting investigations, implementing communications protocols or otherwise imposing procedures about accessing Sunbeam premises and interactions with Sunbeam staff and volunteers

Sunbeam contacting the appropriate authorities, including but not limited to, the police, and the Office of the Public Guardian and Trustee

Sunbeam pursuing legal remedies, and

Where other resolutions fail, Sunbeam collaborating with third parties to develop alternative support options for the person whom we serve and/or discontinuing services to them with an appropriate notice period given based on assessment and escalation of risk involved.