



Policy: CODE OF CONDUCT – For Persons Served and Family Members

CODE OF CONDUCT

For Persons Served and Family Members

The purpose of this Code of Conduct, which applies to Sunbeam’s Persons Served as well as to their families, parents, caregivers, advocates, visitors and substitute decision makers (herein collectively referred to as “Family Members”), is to promote an understanding of acceptable and unacceptable conduct and behavior towards Sunbeam’s staff, volunteers and other Persons Served.

GUIDELINES

Family members are expected to:

- Support Sunbeam in maintaining a safe and respectful environment for Persons Served, its staff and its volunteers;
- Be respectful to all Sunbeam staff, volunteers and Persons Served at all times;
- Respect and comply with all applicable federal, provincial and municipal laws;
- Respect differences in Persons, their ideas and opinions;
- Respect the rights and needs of others;
- Refrain from using profanity, inappropriate and/or aggressive language on Sunbeam premises and /or towards Sunbeam staff, volunteers and Persons Served;
- 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 all stakeholders.

Family members acknowledge that unacceptable conduct includes, but is not limited to:

- Threats (verbal and/or physical) or harassing behavior towards Sunbeam staff, volunteers and Persons Served;



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- Bullying, including cyber bullying and written communication;
- The use of loud, aggressive, threatening and/or offensive oral communications, which includes 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, in in-person conversations, texts, voicemail messages or other forms of communication, including but not limited all forms of social media;
- Causing physical harm to another person;
- The use of alcohol or illicit narcotics on Sunbeam premises that adversely affects Sunbeam’s staff, volunteers and Persons Served;
- Disruptive behavior which 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 any Sunbeam staff, volunteer or Persons Served; and
- Disorderly, immoral or indecent conduct.

Family members acknowledge and understand that a violation of this Code of Conduct may lead to:

- Sunbeam conducting investigations, implementing communications protocols or otherwise imposing procedures in relation to access to Sunbeam premises and interactions with Sunbeam personnel to prevent future violations;
- 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, collaborating with third parties to develop alternative support options for Persons Served.

This policy is complementary to, and supplemental to Sunbeam Policy “Respecting the Homes of the People We Serve”.

Last Review Date: June 17, 2021