



CODE OF ETHICS

Policies and Procedures
Reviewed October 2017

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Policy Type: Code of Ethics	Policy Number: 2.0
Policy Title: Agency Declaration	Last Updated: April 2015 Creation Date: 1995

1.1 Purpose and Structure

Edmonton John Howard Society is a non-profit, community-based crime prevention Agency. Operating in Edmonton since 1949, our programs and services provide assistance to people who are in conflict with the law, their families, those who have the potential to be in conflict with the law, or those who have been victims of crime. We work with young people as well as adult men and women. To build our vision of safety and harmony in our community, we work with people to eradicate the root causes of crime.

Edmonton John Howard Society employees are engaged in implementing, evaluating and providing services and programs that affect individuals, families, social groups, organizations and communities. Therefore, the basic principles of ethical conduct are necessarily broad. The purpose of a detailed Code of Ethics, outlining the professional attributes and conduct expected of the Agency employee, is to provide a practical guide for professional behaviour and the maintenance of a reasonable standard of practice within a given cultural context.

The preamble identifies the philosophy behind the need for a Code of Ethics. The Declaration sets out ethical boundaries expected of the Agency employee regardless of education, experience and background. The Commentary is a detailed statement of the standard of practice expected from the Agency employee. The Code of Ethics is presented with full knowledge that specific conduct will be further guided by professional judgments and situational circumstances. However, in all instances employees are expected to practice competently and to refrain from conduct unbecoming to a professional.

1.2 Definitions

Client: The person(s) on whose behalf an Agency employee provides or undertakes to provide professional services.

Conduct Unbecoming: Behaviour or conduct that does not meet the standard of care required and is subject to discipline.

Conflict of Interest: A conflict of interest occurs in a situation where an employee’s affiliation with an organization, group, individual or client appears to be compromised due to another affiliation, actual or potential interest that may influence or appear to influence the conduct of the employee’s official duties. Conflicts may arise when or if an employee has a relationship of interest that could be interpreted as improperly influencing their professional judgment or ability to act in the client’s best interest. A conflict of interest may exist whether or not the employee benefits from the situation if it raises significant concern about the employee’s objectivity.

Employee: An individual who is duly authorized as a paid employee, volunteer, board member or student, to provide programs and services made available by

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Edmonton John Howard Society.

Malpractice and negligence: Behaviour included in “conduct unbecoming,” malpractice and negligence, relates to behaviour within the parameters of the professional relationship that falls below the standard of practice and results in an injury to a client. It includes behaviour resulting in assault, deceit, fraudulent misrepresentations, defamation of character, breach of contract, violation of human rights, malicious prosecution, false imprisonment or criminal conviction.

Person: Includes individuals, families, social groups, public and private organizations, associations and recognized community entities.

Regulatory Body: The body charged under the laws of a particular jurisdiction with the duty of governing the Agency or the body voluntarily recognized on a particular jurisdiction by the Agency as having the duty to govern the Agency.

Standard of Practice: The standard of care ordinarily expected of a competent Agency employee. The public can be assured that an employee has the training, talent and the diligence to provide individuals with professional services.

1.3 Preamble

We believe

- that every individual has intrinsic worth and has the right to be treated with dignity and respect.
- in the potential of all human beings and their capacity for growth and change.
- that all individuals have the right to live in a safe and peaceful society and that justice is best served through measures that resolve conflict and restore harmony.
- that individuals are responsible for their own actions and must be held accountable for those actions.
- that the root causes of crime are found within communities and that the solutions to crime are also found in communities.
- in serving community needs by cooperating and collaborating to achieve a healthy and safe society.

1.4 Accountability

- Employees are accountable to the people they serve, to their profession and to society. This accountability is achieved by adherence to the philosophy, purpose and standard of practice determined by the Agency.
- Failure to fulfill the obligation of this Edmonton John Howard Society Code of Ethics may result in disciplinary procedures up to and including termination of employment and appropriate consequences under recognized regulatory body (where applicable).

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2.1 Corporate/Business/Marketing/Contractual

- The Code of Ethics applies at all times, without exception, to all Agency employees, students and volunteers. The Agency’s Mission and Core Values guide all attitudes and actions in our business decision making.
- The Agencies Corporate responsibilities are conducted in an ethical, positive work environment. Corporate responsibilities include:
 - Business
 - Marketing
 - Contractual Relationships
- The Agency will be appropriately licensed to provide services for which it is contracted and will carry appropriate levels of general liability insurance. Funds from program contracts will only be used for the purposes of the specific, funded programs. The Agency ensures that it always provides true and accurate information in all presentations and materials provided to the public and will in no way willfully mislead the recipients of such information.
- Following these standard ethical practices strengthens the relationships and confidence of all our stakeholders and partners. Contractual signing authority is held by Directors only.

2.2 Human Resources

- Edmonton John Howard Society is an equal opportunity employer and does not discriminate in its hiring practices. Employee files are confidential and access to them is limited to the individual and their Supervisory personnel and any other persons who have obtained the employee’s consent. Other access is only permitted by applicable law and regulation.

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Policy Title: Allegations of Violations	Last Updated: July 2016 Creation Date: 1995

- Edmonton John Howard Society (the Agency) has established and implemented policies and procedures that enable individuals to come forward with information on illegal practices or violations of Agency policies. This policy specifies that the Agency will not retaliate against and will protect the confidentiality of the individuals who make good-faith reports.
- Individuals that come forward must know that their concerns are being taken seriously and being addressed in a timely manner.
- If malicious allegations are made and proven to be malicious, the Agency will take appropriate corrective action.

*See Edmonton John Howard Society **Personnel Policy and Procedures 11.0 Anonymous Submission** for more information.*

- To report an allegation of the Code of Ethics and the Agency response to the allegation refer to the Edmonton John Howard Society **Personnel Policy Sections 10 and 11 Grievances and Anonymous Submissions**

Policy Type: Code of Ethics	Policy Number: 4.0
Policy Title: Employee Declaration	Last Updated: October 2017 Creation Date: 1995

As a member and/or employee of Edmonton John Howard Society, I commit myself to fulfill to the best of my ability the following obligations:

1. I will regard the wellbeing of the persons I serve as my primary professional obligation.
2. I will fulfill my obligations and responsibilities with integrity.
3. I will be competent in the performance of the services and functions I undertake on behalf of the persons I serve.
4. I will act in a conscientious, diligent and efficient manner.
5. I will respect the intrinsic worth of persons I serve in my professional relationships with them.
6. I will protect the confidentiality of all professionally acquired information. I will disclose such information only when properly authorized or when obligated legally or professionally to do so.
7. I will ensure that outside interests do not jeopardize my professional judgment, independence or competence.
8. I will work for the creation and maintenance of workplace conditions and policies that are consistent with the standard of practice set by this code.
9. I will act to promote excellence in the promotion of Edmonton John Howard Society.
10. I will act to effect social change for the overall benefit of humanity.
11. I will treat fellow colleagues in the same accepting, understanding manner in which I treat our clients

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 1.0 Primary Professional Obligation	Last Updated: April 2015 Creation Date: 1995

I will regard the wellbeing of the persons I serve as my primary professional obligation.

- 1.1 This declaration is fundamental and self-explanatory. All subsequent declarations are intended to aid the employee in maintaining a reasonable standard of practice.
- 1.2 The employee will be able to apply the practice values of acceptance, self-determination and individuality without discrimination on grounds of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socioeconomic status, political affiliation or national ancestry.
- 1.3 Client (persons served) shall mean the individuals, families, social groups, organizations and communities that have agreements (written or unwritten) with the employee for the purpose of trying to achieve a specified outcome.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 2.0 Integrity	Last Updated: July 2016 Creation Date: 1995

I will fulfill my obligations and responsibilities with integrity.

- 2.1 The employee will possess reasonable moral principles especially in relation to truth and fair dealing and have personal qualities of honesty and sincerity.
- 2.2 Integrity is the foundation of our practice and therefore underlies each ethical declaration.
- 2.3 The employee will identify and describe education, training, experience, professional affiliations, competence, nature of service, and actions in an honest and accurate manner.
 - 2.3.1 Educational degrees/diplomas/certificates, etc., will be cited only when they have been received from an accredited institution of higher education.
 - 2.3.2 The employee will not make a false, misleading or exaggerated claim of efficacy regarding past or anticipated achievement with respect to clients, scholarly pursuits or contributions to society.
 - 2.3.3 The employee will take reasonable care to distinguish between public statements and actions made as a private citizen and as a representative of the Agency.
- 2.4 If a conflict arises in professional practice, the standards declared in this Code take precedence. Conflicts of interest may occur because of demands from the general public, workplace, organizations or clients. In all cases, if the declarations of this Code would be compromised, the employee must act in a manner consistent with the standard of practice set by this Code.
- 2.5 The employee is expected to observe the declarations of this Code in spirit as well as to the letter. Therefore, it is expected that an Agency employee will immediately report to their direct Supervisor any criminal charges they may incur or risk termination. The employee will also report any violation of the Code itself.
- 2.6 The employee's private life is a personal matter to the same degree as any other citizen except when it may compromise the fulfillment of professional responsibilities, or reduce the public trust in our organization.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 3.0 Competence and Quality of Service	Last Updated: September 2016 Creation Date: 1995

I will be competent in the performance of the services and functions I undertake on behalf of the persons I serve.

- 3.1 Competence goes beyond formal qualifications. The employee will make reasonable and continuous efforts to upgrade and use effectively the values, knowledge and skills of professional practice.
- 3.2 The employee will not undertake a matter of professional practice unless there is an honest belief in that employee's competence to handle it. If sufficient ability cannot be attained without undue delay, risk or expense to the client, the employee should either decline to act or obtain the client's consent to consult or collaborate with, or refer to, an employee or other professional who is competent on that matter.
- 3.3 The above is not to be construed to mean that an employee, when lacking specialized ability, will decline to make a reasonable response to a request for help or to work cooperatively with others when there is no one with the required competence available to those requesting the help.
- 3.4 The employee will recognize that sufficient ability for a particular task may require advice from or collaboration with (experts in) other professional disciplines and will seek client agreement to work in these collaborative situations. In the event that the client refuses to consult with another professional (expert), the employee will seek consultation on behalf of the client ensuring the clients anonymity. The employee will follow the advice of the consulting professional (expert) while supporting the client.
- 3.5 The employee will recognize that personal problems and conflicts may interfere with professional effectiveness. Reasonable health and wellbeing will be maintained by the employee as a recognized component of competent practice. If personal problems occur, reasonable care will be taken by the Agency employee to determine whether professional activities should be suspended, terminated or limited.
- 3.6 The employee will provide a quality of service that is at least equal to the standard of practice one would expect to receive in a like situation.
- 3.7 The employee will have adequate knowledge and abilities to meet standard of practice requirements.
 - 3.7.1 Ability to use interpersonal interviewing skills to provide clear explanations of professional and workplace roles; to establish the expectation of mutual participation in the change process; to clarify the need to gather sufficient and appropriate information for understanding and assessment; to determine competence to consent; to implement the requirement of informed consent; to determine what must be disclosed to clients with respect to assessments, the nature of the helping process, alternative modes of intervention and innovative intervention possibilities.
 - 3.7.2 Ability to facilitate termination of services or referral to others in an orderly manner with a minimum amount of expense and other inconvenience to the

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client.

- 3.7.3 Ability to keep clients informed of all relevant commitments and possible implications of their situation.
- 3.7.4 Ability to notify a client within a reasonable interval when unable to meet a request.
- 3.7.5 Ability to make a prompt and reasonable report when required.
- 3.7.6 Ability to keep appointments with clients and answer all verbal and written communications within a reasonable time.
- 3.7.7 Ability to arrange adequate coverage of work in times of absence.
- 3.7.8 Ability to constructively contribute to the retention of support staff and to the maintenance of workplace facilities.
- 3.7.9 Ability to respond reasonably to client dissatisfaction, early and directly.
- 3.7.10 Ability to use consultation and supervision in the management of the professional relationship and the application of practice methods.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 4.0 Acting Conscientiously	Last Updated: April 2015 Creation Date: 1995

I will act in a conscientious, diligent and efficient manner.

- 4.1 The employee will do their work thoroughly in accordance to one's professional obligation of what is right and principled.
- 4.2 The employee will do their work carefully, persistently, and attentively with a constant effort.
- 4.3 The employee will do their work in a well-organized and competent way, performing their tasks in the best possible and timely manner.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 5.0 Agency Employee / Client Relationship	Last Updated: April 2015 Creation Date: 1995

I will respect the intrinsic worth of persons I serve in my professional relationships with them. I will set and maintain professional boundaries with all clients served and use the following as a guide to creating and maintaining a professional client/worker relationship.

- 5.1 An employee will not enter into a personal relationship of any kind with any client, who has received services by any program in the Agency, for a minimum of two (2) years after the client has stopped receiving services from the Agency. The employee shall not:
 - 5.1.1 Engage in sexual or romantic relations with the client;
 - 5.1.2 Enter into a personal friendship with the client, including through social media; or
 - 5.1.3 Enter into a financial relationship with the client, such as a business partnership, employer/employee relationship, contractual relationship, or any other financial transaction.
- 5.2 All employees will address conflict of interests in the following manner;
 - 5.2.1 An employee will be aware of the circumstances that may lead to, or be perceived as, a conflict of interest and will make reasonable effort to avoid such conflict. If the conflict of interest cannot be avoided, employees must disclose the conflict to their immediate Supervisor, and take measures to minimize the impact of the conflict on clients, coworkers and employers.
 - 5.2.2 When an employee's professional responsibilities to the Agency and to a client are in conflict, employees will attempt to safeguard client rights and promote changes by bringing the situation to the attention of their direct Supervisor and attempting to facilitate a satisfactory resolution of the conflict.
 - 5.2.3 An employee who intends to provide or provides professional services through more than one organization will advise each organization of any potential conflict of interest.
- 5.3 An employee will not in any manner encourage or ask a client of a co-worker to solicit business on behalf of an employee. This includes personal fundraising and the sale of any products, whether personal or professional.
- 5.4 Employees are not permitted to exchange gifts, personal property and money, or receive gratuities from clients served. Doing so destroys the essence of the client/worker relationship. If a client presents an employee with a gift of any sort, the employee shall thank the client and politely explain the policy in place for all Agency employees to follow. The employee must then report this information to their direct Supervisor immediately.
 - 5.4.1 A small token gift, such as a box of chocolates, may be accepted on behalf of the Agency. If in doubt that the gift is token, the employee must consult

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his or her direct Supervisor. If any gift is accepted, the direct Supervisor must be notified and the gift documented in the client file.

- 5.5 All employees will maintain professional boundaries by not disclosing any personal information to clients such as telephone numbers, home addresses, family members' names, or by providing client transportation without permission from a direct Supervisor and meeting other Agency requirements (e.g. approved insurance).
- 5.6 The employee will respect the intrinsic worth of clients and act to ensure through reasonable advocacy and other intervention activities that dignity, individuality and rights of persons are safeguarded.
- 5.7 The employee will be trustworthy and possess the necessary values to demonstrate primary respect for the intrinsic worth of individuals.
- 5.8 The central focus of practice, within a professional relationship, will be based on voluntary (and under some circumstances, involuntary) mutual agreements between the employee and client. The employee will maintain a reasonable level of objective self-awareness in order to appropriately manage personal needs, feelings, values and limitations in the context of a professional relationship, the planned changed process and the intended outcomes.
- 5.9 The employee will respect client motivation, capacity and opportunity for change at all times during the planned change process and use this knowledge appropriately to facilitate the attainment of intended outcomes.
- 5.10 The employee's professional relationship with voluntary and involuntary clients will be developed on the principle of mutuality. This means that the helping process will involve shared responsibilities between the client and the employee toward the achievement of agreed upon goals. In the case of the involuntary client, mutual agreements may not exist at the outset of the relationship but the employee's reasonable adherence to this principle is expected. Where the client is defined by statutory legislation, or where the rights of the community and others to protection are paramount, the employee will take care to ensure that the client, voluntary or involuntary, understands the mutually agreed upon goals and the meaning of the professional relationship. The employee will encourage and emphasize the atmosphere of mutuality.

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Policy Title: 6.0 Confidential Information	Last Updated: April 2015 Creation Date: 1995

I will protect the confidentiality of all professionally acquired information. I will disclose such information only when properly authorized or obligated legally or professionally to do so.

Confidentiality means that information received or observed about a client by an employee will be held in confidence and disclosed only when the employee is properly authorized or obligated legally or professionally to do so. This also means that professionally acquired information may be treated as privileged communication and only the client has the right to waive the privilege.

The disclosure of confidential information in Agency practice involves the obligation to share information professionally with others in the employee's workplace as part of a reasonable service to the client. Agency employees recognize the need to obtain permission from clients before releasing information about them to sources outside their workplace. Agency employees will inform clients at the outset of their relationship that some information acquired may be shared with the officers and personnel of the Agency who maintain the case record and who have a reasonable need for the information in the performance of their duties.

- 6.1 Client needs are paramount within the law (i.e., if the client need is in conflict, we must obey our obligation to the law.)
- 6.2 At times, employees may be asked to witness documents such as power of attorney, guardianship and advance directives.
- 6.3 The employee will take reasonable care to keep confidential all information learned and observations made regarding clients served. This requirement of confidentiality also applies to Supervisory, administrative and other indirect service personnel who work with employees, students, community groups and others.
- 6.4 The employee will respect the inner workings and difficulties of a workplace setting; however, where there are circumstances that are contrary to the best interests of the client, the Agency employee has the responsibility to seek changes in those circumstances.
- 6.5 In the workplace setting the employee shall disclose information to persons who, by virtue of their responsibilities, have an identified need to know. Such persons might include other social workers, Supervisors, administrators, members of other disciplines, volunteers (and their parent organization), Agency support staff, computer and data processing personnel, consultants, Agency legal counsel, persons involved with peer review and accountability mechanisms, accrediting and licensing authorities, third party funding resources and researchers.
 - 6.5.1 Programs will have confidentiality policies which clearly indicate who does and who does not have access to what kinds of information and why the information is needed, especially information of an identifying nature. Those employees having even limited access to confidential information should receive formal orientation on the principles of confidentiality and related personnel policies when first hired.

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6.6 Receiving Information

- 6.6.1 Clients will be the primary source of information about themselves and their problems. Exceptions to this occur when the client is incapable of giving reliable information or when corroborative reporting is required, such as in the preparation of a community study, the assessment of mental illness or the investigation of criminal behaviour (probation, parole, corrections, and forensic work).
- 6.6.2 The employee has the obligation to ensure that the client understands what is being asked, and why and to what purpose the information will be used. Generally, persons seeking social services go to an Agency, not an individual Agency worker; therefore, in addition to ensuring that the client understands professional practice policies on confidentiality, the employee must ensure the client understands the confidentiality policies and practices of the workplace setting.
- 6.6.3 When information is required by law, the employee will help the client understand the consequences, if any, of refusing to provide the required information.
- 6.6.4 When information is required from other sources, the employee will make a reasonable effort to explain this to the client, decide with the client what other sources are to be used and seek agreement on the method of obtaining the needed information.
- 6.6.5 The employee will take reasonable care to safeguard personal papers or other property belonging to the client if these items need to be held for safekeeping.

6.7 Recording Information

- 6.7.1 The employee will ensure that all information recorded is either relevant to the solution of the client's problems or is needed for others within the workplace setting who have a need to know the information in the performance of their duties.
- 6.7.2 The employee will include preliminary assessments, intervention plans and social change strategies as part of a permanent record only for purposes of monitoring the implementation of, progress toward, and response(s) to planned interventions.
- 6.7.3 The employee must obtain informed consent when it is proposed to use any audiovisual recording of actual work done with the client.

6.8 Accessibility to Records

- 6.8.1 Case records are the property of the Agency and/or funder, as defined in contractual agreements.
- 6.8.2 The employee will respect the client's general right to know and will allow the

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client to check the accuracy of all information that is recorded as fact and contained in the Agency's permanent case record. In circumstances where the client's access to information contained in the record is dictated by statute, the law prescribes what access may be permitted.

- 6.8.3 The client's general access to information contained in the case record may be refused for just and reasonable causes. For example, when the work involves different members of a family, group or community and unrestricted access to the Agency record could mean divulging personal confidences of others, or when recorded language could be misunderstood and is prejudicial to one of the members. In such instances, the employee will only allow individuals to check the accuracy of information pertaining to him or herself.

6.9 Disclosure

- 6.9.1 The employee will not disclose the identity of persons who have sought disclosure of information about clients unless compelled legally or professionally to do so.
- 6.9.2 The obligation to maintain confidentiality continues indefinitely after the employee has ceased contact with persons served and when the employee is no longer employed by the Agency.
- 6.9.3 The employee will avoid unnecessary conversation regarding clients and their affairs, as matters overheard by persons without an official need to know may prove to be detrimental to the overall wellbeing of those served.
- 6.9.4 The employee may divulge confidential information with the expressed consent of the client, preferably in writing.
- 6.9.5 The employee will transfer information to another agency or individual, only with the informed consent of the client or guardian of the client and then only with reasonable assurance that the receiving agency provides the same guarantees of confidentiality and respect for the right of privileged communication as provided by the sending Agency.
- 6.9.6 Disclosure of confidential information required by law will be explained to the client before such disclosure is made.
- 6.9.7 In practice with groups and communities of people, the employee will notify the participants of the likelihood that aspects of their private lives may be revealed in the course of their work together, and therefore require a commitment from each member to respect the privileged and confidential nature of the communication between and among members of the client group(s).
- 6.9.8 In practice with families, the employee must safeguard the rights to privileged and confidential information acquired concerning individuals in the couple or in the family. Disclosure of information that one client has requested be kept

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confidential from his or her partner will not be made without the informed consent of the person providing the confidential information. When one person provides consent to the release of confidential records or information, the employee may release only information about the consenting person and must protect the confidentiality of all information derived from the non-consenting person(s).

- 6.9.9 Disclosure of information by the employee may be justified to defend oneself, colleagues or other employees against formal allegations of conduct unbecoming a professional, including malpractice and negligence, or to collect fees. However, such disclosure must occur only to the extent necessary for such purposes.
- 6.9.10 Disclosure of information necessary to prevent a crime, to prevent clients doing harm to themselves or to others, is justified. Such disclosure should be made with reasonable care and with the client's knowledge, unless informing the client would impede the due process of law or violate the duty to warn others. The discharge of this duty requires the employee to take steps including, but not limited to, warning the intended victim or others who would likely apprise the victim of the danger, notifying the police, or taking whatever other steps are reasonably necessary under the circumstances.
- 6.9.11 When disclosure is required by order of a court, the employee should not divulge more information than is reasonably required and should, where possible, notify the client of this requirement. The Agency may obtain legal counsel to best serve the client's interests during this process.
- 6.9.12 The employee must take reasonable care to thoroughly disguise confidential information when using it for teaching, public education, accountability and research purposes. When a client is presented to a scientific gathering, the employee must obtain prior consent and prior confirmation that the confidentiality of the presentation is understood and accepted by the audience. The employee may present a client or former client to a public gathering or to the news media only if that client is fully informed of the loss of confidentiality, is competent to consent, and consents in writing without coercion.
- 6.10 Retention and Disposition of Information
- 6.10.1 The employee will promote the adoption of policies and procedures concerning retention and disposition that will physically safeguard case records and personnel files against any anticipated threats or hazards to their security or integrity which would result in substantial harm, embarrassment, inconvenience or unfairness to any individual on whom information is maintained.
- 6.10.2 The employee will not use case records and personnel files and the information contained in them for any purpose that is not consistent with the standard of practice set by this Code.

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6.10.3 Where the employee's documentation becomes part of the workplace's permanent record, retention or destruction of such records must be done in accordance with workplace policies that are consistent with the standard of practices set by this Code.

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Policy Title: 7.0 Outside Interests and Agency Work	Last Updated: April 2015 Creation Date: 1995

I will ensure that outside interests do not jeopardize my professional judgment, independence or competence.

- 7.1 When participating in outside interests, the capacity in which the employee is acting must be made clear.
- 7.2 The commitment to professional values does not exclude the employee from participating in outside interests such as politics, another profession, occupation or business enterprise. The term “outside interests” covers the widest possible range and includes activities that may or may not overlap with the practice of Agency work.
- 7.3 Ethical considerations will usually not arise from outside interests unless the conduct is unbecoming and brings the Agency employee or the profession into disrepute, impairs competence or constitutes malpractice.
- 7.4 Whenever an outside interest might influence the Agency employee’s judgment, the nature of the conflict should be disclosed and explained to the client and to the Agency.

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Policy Title: 8.0 Responsibility to the Workplace	Last Updated: April 2015 Creation Date: 1995

I will work for the creation and maintenance of workplace conditions and policies that are consistent with the standard of practice set by this Code.

- 8.1 The employee is accountable and responsible to the Agency for the efficient performance of duties.
- 8.2 At times the responsibilities to the Agency and the client may be in conflict and the Agency employee will bring this situation to the attention of the Agency. In some instances it may be necessary to consult and enlist the support of professional colleagues and associations in an attempt to safeguard client rights. These instances may promote changes in Agency procedures to ensure they are consistent with the values and obligations of this Code.
- 8.3 The employee with the responsibility for employing and appraising the performance of other staff members will fulfill such responsibility in a fair, considerate and equitable manner on the basis of clearly enunciated criteria.
- 8.4 The employee with the responsibility for appraising the performances of employees, or supervision of students, will share appraisals with them.
- 8.5 The employee will make reasonable efforts to prevent and eliminate discrimination in the Agency's work assignments and in its employment policies and practices.
- 8.6 The employee will use the resources of the Agency only for the purposes for which they are intended.
- 8.7 The employee who is responsible for the administration and supervision of personnel will make reasonable efforts to promote written policies and procedures concerning the confidentiality of personnel records which will protect data on personnel as fully as possible under current ethical and legal guidelines.
- 8.8 As a facilitator, the employee will promote the adoption of reasonable policies and procedures in the workplace and academic institutions concerning confidentiality guidelines for students who take recorded material from the field into the classroom.
- 8.9 As a facilitator, the employee is aware that personal values may affect the selection and presentation of instructional materials. When dealing with topics that give conflicting ideas, styles and perspective, the employee will make reasonable efforts to recognize and respect the diverse attitudes that students may have toward such materials.
- 8.10 As a facilitator, the employee will take reasonable actions to ensure that statements are accurate and not misleading, particularly in terms of subject matter to be conferred, as a basis for evaluating progress and the nature of course experiences.
- 8.11 As a facilitator, the employee assigned to instruct presentations or seminars will assume responsibility and accountability for the services provided.

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Policy Title: 9.0 Responsibility to the Profession	Last Updated: April 2015 Creation Date: 1995

I will act to promote excellence in Edmonton John Howard Society.

- 9.1 The employee will contribute reasonable time and professional expertise to activities that promote respect for the utility, the integrity and the competence of Edmonton John Howard Society.
- 9.2 The employee will protect and enhance the dignity and integrity of the Agency and will act responsibly in discussion and criticism of the Agency.
- 9.3 The employee will take reasonable action against unethical conduct by any other member of the Agency.
- 9.4 The employee will make reasonable efforts to prevent colleagues from practices in an unauthorized and unqualified manner.
- 9.5 The employee will treat with respect and represent accurately and fairly the qualifications, views and findings of colleagues, and use appropriate channels to express judgments on these matters, confining such comments to matters of fact and matters of their own knowledge.
- 9.6 The employee will not assume professional responsibility for the clients of another agency or a colleague without appropriate communication with that agency or colleague and consent of the client.
- 9.7 The employee who serves the clients of colleagues during an emergency temporary absence will serve those clients with the same consideration as they give any client.
- 9.8 The employee who replaces or is replaced by a colleague in professional practice will act with consideration for the interest, character and reputation of that colleague.
- 9.9 The employee will not exploit a dispute between a colleague and the Agency to obtain a position or otherwise advance the Agency employee's own interests.
- 9.10 The Agency employee will seek arbitration or mediation when conflicts with colleagues require resolution for compelling professional reasons.
- 9.11 The employee will extend to colleagues or other professions reasonable respect and cooperation.
- 9.12 The employee engaged in research will ascertain that the consent of participants in the research is voluntary and informed, without any implied deprivations or penalty for refusal to participate, and with due regard for participants' privacy and dignity.
- 9.13 The employee engaged in research will take reasonable actions to protect participants from unwarranted physical or mental discomfort, distress, harm, danger or deprivation.
- 9.14 The employee will take credit only for work actually done in connection with scholarly and research endeavors, and will credit contributions by others.
- 9.15 The employee is responsible for participation in periodic continuing education activities and is committed to a lifetime of learning.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 10.0 Responsibility to Society	Last Updated: April 2015 Creation Date: 1995

I will act to effect social change for the overall benefit of humanity.

- 10.1 The employee will take reasonable action to prevent and eliminate discrimination against any person or group on the basis of race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socioeconomic status, political affiliation, national ancestry or any other preference or personal characteristic, condition or status.
- 10.2 The employee will make reasonable efforts to advocate for the equitable distribution of societal resources and act to ensure that all persons have reasonable access to the resources, services and opportunities that they require.
- 10.3 The employee will take reasonable actions to expand choice and opportunity for all persons, with special regard to disadvantaged or oppressed groups and persons.
- 10.4 The employee will make reasonable efforts to promote conditions that encourage respect for the diversity of culture which constitute society.
- 10.5 The employee will provide reasonable professional services in public emergencies.
- 10.6 The employee will make reasonable efforts to advocate for changes in policy and legislation to improve social conditions and to promote social justice.

Policy Type: Code of Ethics	Policy Number: Commentary
Policy Title: 11.0 Responsibility to Colleagues	Last Updated: April 2015 Creation Date: 1995

I will treat fellow colleagues in the same accepting, understanding manner in which I treat our clients.

- 11.1 Employees actively participate in required meetings.
- 11.2 Employees work together to produce positive outcomes for clients.
- 11.3 Employees offer support to one another through crisis-oriented circumstances.
- 11.4 Employees treat one another respectfully regardless of their position with the Agency.
- 11.5 Employees are open and understanding towards those of varying ethnicities, backgrounds, sexual orientation, etc.
- 11.6 Employees are open to their colleagues' thoughts and ideas.
- 11.7 Employees contribute to the success of their individual programs and Edmonton John Howard Society as a whole.
- 11.8 Employees accept responsibility for their actions when involved in conflict.
- 11.9 Employees keep disagreements confidential and address only the individual(s) involved and their direct Supervisor(s) as needed.
- 11.10 Employees accept challenging experiences as an opportunity for growth/development and refrain from blame, judgment, gossip, negative debriefing and other means of avoiding accountability.
- 11.11 Employees appreciate human error as an opportunity for forgiveness and growth.