

Classification: <b>Association Operations</b>	<b>How We Treat Each Other</b> (Code of Conduct)	
Policy #: <b>A100</b>	Effective Date: <b>April 2024</b>	
Revised Date:	Review Date:	Next review: <b>April 2025</b>

Community Living Guelph Wellington (CLGW) is committed to offering excellent support in a way that feels safe, respectful, and inclusive. This code of conduct policy describes how anyone connected to CLGW should treat each other. It helps us work together to provide excellent support.

This policy will be part of the annual policy review for employees.

## How we can make things better for everyone

CLGW knows that for each person to feel safe, respected, and included, we must all work together. Each person who connects to CLGW can participate, whether you are a person being supported or a family member, caregiver, a CLGW employee, volunteer, community member, or visitor. Any way you communicate or interact with CLGW (e.g., online, in-person, via email or phone) should help create a community of safety, respect, and inclusion.

To show you what this looks like, we have shared examples of acceptable approaches and unacceptable approaches. The guidelines below do not list everything, but we believe it is a good start in helping the people who are supported live their best lives.

## How we should treat each other: good actions

Remember that we all want the same thing: that people supported live their best lives.

- Treat each person connected to CLGW with dignity and respect.
- Be kind and patient to all, including people supported, family members, caregivers, volunteers, community members, visitors, and CLGW employees.
- Help others make everyone feel safe, respected, and included.
- Understand and respect that everyone has rights and needs.
- Respect the ways other people are unique, including their ideas, beliefs and opinions, even if they are not the same as yours.
- If there's something you're wondering about or don't understand, ask questions and be curious.
- Give people a chance to make it right. If you have a concern, start with the person involved.
- Follow, act on, and respect CLGW's policies and procedures.

## How we should **not** treat each other: unacceptable actions

We should not do any of these things:

- Cause harm to anyone, including physical, psychological, or emotional harm.
- Threaten, bully, harass, or make anyone feel unsafe.
- Act with prejudice or discriminate against any person and/or group, or violate the Ontario Human Rights Code.

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- Act, speak, or communicate in ways that others feel are vulgar, offensive, disorderly, inappropriate, indecent, or disrespectful.
- Violate CLGW health and safety practices, policies, or procedures.
- Use drugs or alcohol in any way that makes anyone unsafe.
- Interfere, disrupt, defame, or otherwise damage CLGW, its reputation, its services and operations, its properties, its employees, or anyone connected to CLGW.

### Something unacceptable happened. What now?

#### Someone feels you have acted poorly toward them

If someone feels you have acted or communicated in an unacceptable way, **do what you can to make it right**. Remember that we all want the same thing: that people supported live their best lives.

#### You feel someone has acted poorly toward you

If you feel someone has acted poorly, talk to them first to try make things better. If that does not work, as a person supported or family member, follow CLGW’s *A105 Giving Feedback – Feedback and Complaints Policy and Procedure*. It will help you, and CLGW, make sure that your concerns are addressed fairly, appropriately, and efficiently for all involved. As an employee, please contact your supervisor.

There may be times when a family member will need to speak only with the supervisor of a CLGW service.

CLGW may have to contact the appropriate authorities (up to and including legal options). In extreme cases, if it is necessary for the safety and wellbeing of CLGW, its reputation, its services and operations, its properties, its employees, or anyone connected to CLGW, CLGW may ban someone who has acted unacceptably from CLGW services and properties.

# How we treat each other

## GOOD ACTIONS



Respectful  
Kind  
Helpful

Ask questions  
Everyone is different  
Give people a chance

## UNACCEPTABLE ACTIONS



Harmful  
Threaten  
Bully

Disrespectful  
Damaging  
Discriminate



If something unacceptable happens:

Talk to the  
person involved.



Tell them your feedback.  
Let them try to fix it.

- ! If you're feeling uncomfortable about talking to the person, talk to a friend or a staff person to help you.

## You have a right to give feedback!

You can use CLGW's Giving Feedback - Feedback and Complaints Policy and Procedure to help you.