



Richmond Centre for Disability

“Promoting a new perspective on disability”

2012 Business Excellence Awards – Association of the Year Winner

RCD Staff & Volunteer Code of Conduct

Staff and volunteers are required to accomplish their duties within their range of competency, within the parameters of their role responsibilities and within RCD's Code of Conduct as well Policies and Procedures. Staff and volunteers are expected to respect the complimentary relationship with other professionals both within the agency and when representing RCD in the community.

RCD CODE OF CONDUCT

CONFIDENTIALITY

We will honour the confidentiality of participants, volunteers, staff, sponsors and donors and adhere to the established precepts of confidentiality of RCD Policies & Procedures and government legislation. We agree to consider information pertaining to medical conditions, family relations, phone numbers and addresses, disability and other facts of a highly personal nature as confidential and therefore we understand that we are not to disclose this information to any person who is not authorized by RCD to have access to such information, without the specific permission of the individual concerned.

NON-DISCRIMINATION

In keeping with RCD's philosophies and policies, RCD will neither practice nor tolerate discrimination or harassment against any staff member, volunteer or participant on the ground of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status, identity, disability or record of offences.

We will treat each other, staff and participants with dignity, care and respect. We will be sensitive to and educate ourselves about individual and group differences. We will honour participant's rights to self-determination and agree to support people in making their own decisions.

CONFLICT OF INTEREST

We commit to our understanding and upholding of the Conflict of Interest policy. We agree to discuss any potential conflict with our supervisors and commit to being truthful in all matters to do with our volunteer relationship with RCD.

RELATIONSHIPS – BOUNDARIES

RCD encourages friendly relations between staff, volunteers and those they serve. However, it is important to remain aware of appropriate boundaries. RCD discourages relationships of a romantic nature between supervisors and those they supervise; staff or volunteers and those they serve. We agree to maintain respectful and professional relationship boundaries during the course of our work and agree to speak with our supervisors should any relationship develop which makes it difficult for us to remain objective and fulfill our work obligations.

LIMITS

We agree to maintain the limits we have set for ourselves with respect to the emotional and physical resources we are willing to provide. We understand that our own training and education may limit our ability to provide service and we recognize the need to ask for assistance or refer when appropriate. If we feel we are being asked to do something outside of our job description, or are having difficulty saying “NO” to a staff member, volunteer or participant, we will ask for support from our supervisors and/or peers.

ACCOUNTABILITY

We agree to participate in supervision that is acceptable, reasonable, regular and visible according to the guidelines of the individual activities we are assigned to. Supervision guarantees accountability for the performance of assigned responsibilities, provides an opportunity for feedback and guidance, and assistance and support in my role as a staff or volunteer.

TRAINING AND CONTINUING DEVELOPMENT

We understand that in accepting a staff or volunteer position with RCD, we are agreeing to undertake and complete the necessary training before, during and in the course of our work commitment and volunteer assignment. We value our own continuing development and understand that it is essential as a staff or volunteer. We will do this by keeping updated on new information, attend meetings and relevant in-service trainings, and by taking advantage of opportunities such as seminars and workshops offered both within and outside of RCD.

ALCOHOL/DRUG USE

We understand that being under the influence of alcohol or drugs may interfere with our ability to deliver service. We therefore agree not to perform our work duties while under the influence of drugs or alcohol, not to provide a participant with illegal substances or encourage their use, and not to join a participant in alcohol consumption to the point where our effectiveness is impaired.

NON-COMPLIANCE

We understand that failure to adhere to any and all parts of this code may result in suspension from our work or volunteer duties and/or termination of our work or volunteer relationship with RCD.

(Ver. Feb. 5, 2013)