



Abilities Centre Policies

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1 POLICY

- 1.01 Abilities Centre is committed to creating an inclusive environment that helps to enrich the quality of life for individuals of all ages and abilities. All employees and volunteers are expected to uphold this commitment by treating members, peers, and other associated parties with a level of respect that is consistent with our high standard of professionalism and service.
- 1.02 Abilities Centre employees and volunteers will perform their duties and will behave in a way that reflects accountability, authenticity, innovation and collaboration.
- 1.03 Employees and volunteers will conduct themselves in a manner that is necessary for the orderly operation of our business, for the benefit and protection of the rights and safety of employees, members, volunteers, and the protection of Abilities Centre's assets.
- 1.04 We will maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. The possession, transfer, sale, or use of such materials on the premises or during the conduct of Abilities Centre's business is prohibited.
- 1.05 All employees and volunteers will adhere to all Abilities Centre policies and procedures.
- 1.06 Unacceptable conduct or behaviour, as outlined in this policy, could result in disciplinary action up to and including termination without notice or pay in lieu thereof.

2 PURPOSE

- 2.01 The purpose of this Policy is to provide guidelines, which may be changed from time to time, to promote understanding of what is considered appropriate, inappropriate, and unacceptable conduct, and to encourage consistency throughout the organization.

3 SCOPE

- 3.01 This Policy applies to all employees and volunteers.

4 RESPONSIBILITY

- 4.01 Each employee and volunteer is responsible for observing rules of conduct that are normally accepted as standard in a business and in a charitable organization.
- 4.02 Managers are responsible for counselling employees and volunteers promptly when their conduct or behaviour is inconsistent with the intent of this Policy.

5 DEFINITIONS

5.01 **Appropriate Conduct and Behaviour** includes but is not limited to:

- Adherence to published policies, practices and procedures;
- Competent performance of all job duties assigned;
- Prompt and regular attendance at work;
- Courtesy to and respect for co-workers, members, guests, volunteer members, sponsors, suppliers or any other person who deals with Abilities Centre in the conduct of its business;
- Wearing proper attire and footwear during working hours, appropriate to the job performed.

5.02 **Inappropriate Conduct and Behaviour** includes but is not limited to:

- Reporting late to work;
- Failing to meet work deadlines and established goals;
- Loitering or loafing;
- Leaving work early or leaving department without supervisor's permission;
- Horseplay or throwing objects;
- Creating or contributing to untidy or unsanitary conditions;
- Gambling, lotteries, or any other game of chance while on Abilities Centre premises;
- Insubordination;
- Excessive personal use of telephones or computer resources.

5.03 **Unacceptable Conduct or Behaviour** includes but is not limited to:

- Consistently arriving late to work;
- Consistently failing to meet work deadlines and established goals;
- Possession of guns, weapons or explosives on Abilities Centre property;
- Possession, consumption or use of alcoholic beverages or illegal substances while on Abilities Centre premises;
- Using obscene, abusive language;
- Spreading malicious gossip or rumours;
- Harassing, threatening, intimidating, or coercing any person at any time;
- Solicitation of other employees, for any reason, during working hours, unless approved in advance by the Executive Director;
- Wilful violation of safety rules and procedures;
- Wilful neglect and/or mishandling equipment and property;
- Theft and/or falsification of Abilities Centre records;
- Indecency;
- Fighting;
- Poor or careless work;
- Sleeping while on duty;
- Accepting gifts, favours or gratuities from firms, organizations, agents, employees, or other individuals who may or do conduct business with Abilities Centre.

6 REFERENCES

None

7 PROCEDURE

7.01 All employees and volunteers must read and sign their agreement to the Principles of Conduct stated in this policy.

7.02 Breaches of these conduct guidelines must be brought to the attention of the individual's immediate supervisor without delay, and within two (2) business days the supervisor must take steps to ensure inappropriate or unacceptable conduct and behaviour is corrected and/or disciplined appropriately.

8 ATTACHMENTS
Principles of Conduct Agreement