



# PERSONNEL POLICY MANUAL

## 2.0 Standards of Conduct

### 2.1 Code of Conduct for Agency Employees

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#### **POLICY:**

Agency employees are to uphold the values and principles of Payukotayno Agency in all their activities with clients, colleagues and community representatives.

Employees are to conduct themselves, at all times, in a manner respecting all cultural, religious, racial or individual differences that exist and which models positive values and community standards.

Any conduct that is inconsistent with this Code of Conduct shall be considered unprofessional conduct and as such, may result in disciplinary action.

Approved on:	Reviewed/Revised on:	Reviewed/Revised on:
March 27, 2002	October 24, 2012	

#### **PROCEDURE:**

It is the primary obligation of employees to serve the Agency's clients in accordance with its policies and procedures and all relevant legislation, rules and regulations. In addition employees are expected to contribute to a positive work environment by conducting themselves in a manner, which contributes to a productive and professional atmosphere free from harassment and intimidation.

All employees are expected to:

- Comply with the directions of Agency Management in an appropriate and timely manner;
- Take responsibility for the quality of job performance by discharging such duties with a high degree of personal and professional integrity;
- Perform job duties and responsibilities according to the requirements of the job description, legislation and administrative requirements and in a competent, careful and productive manner while co-operating with co-workers in work-related activities;

- Behave in a reasonable and respectful fashion and in a manner that is appropriate to the workplace when dealing with co-workers, clients and visitors;
- Treat as confidential all information acquired in the course of their duties related to the business affairs of the Agency and only disclose such information if authorized to do so and in accordance with the Agency's policies related to confidentiality and disclosure of information;
- Work co-operatively with co-workers, giving due regard to their recognized areas of competence;
- Maintain proper attire in a manner consistent with the nature of the work being performed;
- Observe good habits of grooming and personal hygiene, avoiding personal practices or preferences that may prove offensive to other colleagues;
- Treat with respect the statement and actions of all co-workers and use only approved channels of communication to express personal opinions on these matters;
- Not use or be impaired by drugs, alcohol or any substance, which causes impairment while on duty.
- Address any inappropriate behaviour directly with the person in a helpful and respectful manner; continuation of inappropriate behaviour or professional misconduct should be reported to the employee's immediate supervisor.
- Directors of Service shall review the Code of Conduct with their staff on an annual basis.

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