

INTEGRITY AND TRANSPARENCY

- We provide accurate and complete information when responding to reasonable requests.
- We maintain complete and accurate documentation and financial records and follow retention standards.
- We use organizational resources responsibly, for their intended purposes and not for personal use.
- Purchasing decisions reflect value for money and avoid conflict of interest.
- We ensure expenses are reasonable and follow corporate policy. We avoid excessive entertainment costs when conducting business.
- We avoid conflicts of interest and disclose any potential conflicts promptly.
- We do not participate in decisions that could financially benefit ourselves or family members.
- We never accept loans or bequests from residents. We may accept only nominal gifts from residents or families.
- We protect all corporate assets including intellectual property.
- We do not allow outside activity to interfere with job performance.
- We do not engage in any form of political activity during working hours or on the premises of York Care Centre.

The policies referenced in this document can be found in the YCC Policies and Procedures Folder on any YCC computer desktop.

Code of Ethics and Professional Conduct



A Message from

our Board of Directors

The reputation of our organization is shaped by our actions, choices, and decisions each day.

Together we must:

- Work in the best interests of our residents and clients
- Act fairly and objectively
- Recognize and address conflicts of interest
- Exercise our best judgment
- Protect the confidentiality of the information entrusted to us
- Come forward if we see something that we think is not in the best interests of the people we serve or our organization, and
- Have the courage to stand up for what is right

This code is mandatory and applies to all board members, employees, students and volunteers of the York Care Group of Companies.

RESPECT AND DIGNITY

- We treat everyone with equal dignity regardless of race, colour, national origin, religion, age, marital status, gender, sexual orientation, disability, social condition, or political belief.
- We uphold human rights principles in all interactions.
- We promote safety, competence, care, respect, recognition and inclusion in our workplace.
- We maintain professional boundaries with staff, residents, clients and their families. Interactions of a sexual nature between staff and residents are strictly prohibited.
- We are committed to providing an environment free of harassment.

CONFIDENTIALITY AND PRIVACY

- We protect confidential information, personal and non-personal, obtained through our work.
- We collect, use, and disclose personal information in compliance with PHIPA and PIPEDA.
- We share confidential information on a "need-to-know" basis.
- We report serious misconduct in confidence. Employees are protected when speaking up about unethical or illegal activities.

PROFESSIONALISM

- We demonstrate a strong work ethic. We demonstrate honesty regarding working hours and maintain focus while at work.
- We maintain a drug and alcohol-free workplace and prohibit working under the influence of drugs or alcohol.
- We represent York Care Centre positively in public communications.
- We are familiar with all applicable laws, regulations, and organizational policies.
- We follow established policies for procurement, hiring, and financial management.