



KANESATAKE HEALTH CENTER INC.

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CODE OF CONDUCT

1. **Obligation**

The Kanesatake Health Center Inc. has developed over the years to ensure that services and programs are delivered in a professional manner. In order to satisfy and provide the highest quality of service, the Kanesatake Health Center Inc. employees must command the confidence and respect of the community. This can only be achieved if the Kanesatake Health Center employees establish and maintain a reputation for both integrity and competence.

Board Members' and Employees have an obligation to support and advance the interests of the Kanesatake Health Center Inc. and the health care profession, and to respect the rights and professional aspirations of their colleagues. This obligation includes upholding the integrity, dignity and image of Kanesatake Health Center Inc. and the health care profession. As well to support and advance the image, interests, mission, and values of the Kanesatake Health Center Inc.

2. **Code of Conduct**

The goal and obligation of all programs and services under the Kanesatake Health Center Inc. is to serve all members with respect in a caring and professional manner. For this reason, Board Members and employees are required to sign and respect a Code of Conduct when they are hired.

3. **NON-POLITICAL SERVICES**

The Kanesatake Health Center Inc. does not wish to impose limitations on the rights of free speech; however, the Kanesatake Health Center Inc. is a non-political body. As such, Health programs and services must be available to all members of the community; therefore, Kanesatake Health Center Inc. employees shall refrain from involvement in political or contentious issues that may alienate the programs or services from individuals



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or groups for whom the Kanesatake Health Center Inc. has the responsibility to provide services.

4. Neutrality

Kanesatake Health Center Inc. employees must maintain impartiality and neutrality to be able to perform their duties effectively. Those employees, whose actions, whether in the work place or outside, negatively affect the credibility of the organization, or adversely affect their ability to perform their jobs, may be subject to disciplinary action or termination of employment.

5. Integrity

Integrity and trustworthiness are the fundamental qualities of every Kanesatake Health Center Inc. employee and are key elements of each requirement of the Code of Conduct. If integrity and trustworthiness are lacking, then the employee's contribution to the client and reputation within the health care profession will be ineffective and perhaps even destructive regardless of how competent the employee may be.

6. Policies

Every employee is responsible for adhering to all Kanesatake Health Center Inc. policies, directives, and procedures. This is implicit in signing the Code of Conduct.

7. Conduct

In addition, Kanesatake Health Center Inc. employees are required to:

- Act ethically;
- Carry out their work with due regard for public health, public safety, and the environment;
- Show respect for themselves, clients, fellow employees, professionals and those in authority;



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- Make all reasonable efforts to counter misinformation that could bring the Kanesatake Health Center into disrepute;
- Carry out their work this using clear, open and effective communication as well as being a collaborative team member and fostering consensus where possible;
- Participate fully and respectfully in meetings and training commitments as critical Health Center activities; this implies prompt attendance, coming to such activities well-prepared and refraining from distractions such as cell phones, side discussions, non-essential absences etc.;
- Report problems that might result in serious damage to persons, organizations, programs or property, to the relevant authority;
- Not discriminate in any manner based on grounds such as race, sex, sexual orientation, nationality, social origin, family status, or disability;
- Protect the public interest in regards to health, and discharge with integrity all duties and services owed to the community, employees, professionals, para-professionals, and clients;
- Demonstrate fair practice, maintain good working relationships with others, and be impartial;
- Conduct themselves with courtesy and good faith toward other employees and health care professionals;
- Complete all tasks and assume all responsibilities included in their job description;
- Follow all guidelines, policies and procedures established by the Kanesatake Health Center;
- Render an honest, efficient and courteous performance of his / her duties.

8. Sanctions

Dishonourable or questionable conduct, including conduct that may be adverse to the community interest or lacks integrity, will reflect adversely on the Board Members' and employee, the integrity of the Kanesatake Health Center Inc. and to the health care profession as a whole. If the conduct is such that knowledge of it would be likely to impair trust in the Board Member and/or employee as a member of the Kanesatake Health Center Inc. staff, then Kanesatake Health Center Inc. will be justified in taking disciplinary action, up to and possibly including dismissal.



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8.1 Allegations of Misconduct

An allegation or complaint of misconduct against an employee of Kanesatake Health Center Inc. must be addressed in writing to the employee's Manager, the Human Resources and Accreditation Coordinator, or the Executive Director. The allegation should contain specific details regarding the action(s), dates, witnesses if any, etc.

It is possible that the complaint from a community service, organization or member would be sent to the Board of Directors, in which case, it would be resent to the Executive Director for review and resolution. A complaint of misconduct from outside will be forwarded by the Board, the Manager or Human Resources to the Executive Director.

8.2 Enquiry

An enquiry will be conducted by the Executive Director and Human Resources and Accreditation Coordinator in a respectful manner to determine whether there is sufficient evidence to support a finding of unacceptable conduct. This shall include an initial review of the complaint and the response. The investigation may also include interviewing the involved parties.

8.3 Disciplinary Action

Alternatively, a Manager may discipline an employee for an apparent misconduct or infraction of the Code of Conduct. The Manager in cooperation with the Human Resources and Accreditation Coordinator would discipline the employee as per Discipline Policy and Procedures, or involve the Executive Director as per policy.

8.4 Report

A written report of the enquiry shall be provided to the complainant as well as to the Manager and/or employee in question; a copy of this report shall be kept in a file by the Executive Director.

8.5 Findings

If sufficient evidence is found to support a finding of unacceptable conduct, the specific evidence supporting this decision will be clearly stated, as will related recommendations



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to remediate the situation. A determination of misconduct will automatically result in disciplinary action as per the Disciplinary Policy and Procedures.

If there is insufficient evidence to support a finding of unacceptable conduct, but it is determined that mediation, conflict resolution, or counseling might assist the parties to resolve their differences, a referral may be recommended. A mediation meeting shall be carried out between the complainant and respondent to reach a mutually satisfactory resolution of the complaint.

9. Remedial Actions

Remedial actions regarding a complaint concerning the conduct of an employee (or employees) could include mediation, conflict resolution, changes in health center policy, meetings with other services/organizations, referrals to counselling or the Employee Assistance program, complaints to professional associations, restorative justice circles, and other reconciliatory actions. These actions would occur within 30 days of receiving and confirming a complaint regarding the conduct of an employee or employees of Kanesatake Health Center Inc.

Related Policies and Procedures

Discipline Policy and Procedures

Code of Conduct Form



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CODE OF ETHICS FRAMEWORK POLICY

1. Standards

While the Kanesatake Health Center Inc. Code of Ethics Framework Policy does establish standards for how services are delivered and decisions made according to the organisation's values, it also deals with matters subject to judgment, and matters that are not always unconditional. Therefore, any gaps or inconsistencies in applying ethical standards should always be decided in relation to the best interests of the community. A process of ethical decision-making should be used to deal with any ethical dilemmas that arise.

All Kanesatake Health Center Inc. Board Members and personnel have a duty to act ethically, to encourage and expect ethical behaviours in others and to sign the Kanesatake Health Center Inc. Code of Ethics upon beginning their work with the Kanesatake Health Center; and, annually each year at the time of performance appraisal.

2. ETHICAL FRAMEWORK

Our Ethical Framework consists of the following components that interact together to promote ethical behaviour, clarify ethical dilemmas and provide common approaches for making decisions in an ethical way:

2.1 Ethical Obligations

Board Members and Employees have an obligation to support and advance the interests of the Kanesatake Health Center Inc. and the health care profession, and to respect the rights and professional aspirations of their colleagues. This obligation includes upholding the integrity, dignity and image of Kanesatake Health Center Inc. and the health care profession.

As such, employees should:



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1. Participate and act with integrity in a manner that upholds the reputation and good standing of Kanesatake Health Center Inc., and the health care profession in general, in relationships with anyone with whom they work;
2. Participate with and support fellow Board Members and employees in their professional development, and provide opportunities for the professional development of new employees, potential employees, colleagues, subordinates, and/or volunteers;
3. Make reasonable efforts to volunteer time and expertise by participating in activities that promote the advancement of the Kanesatake Health Center Inc. and/or the health care profession;
4. Exemplify the values of equality, tolerance, and respect for others.

2.2 Ethical Principles

Kanesatake Health Center Board Members, employees, contracted workers, students and volunteers are expected to actively demonstrate the following ethical principles:

- Professional competency,
- Having knowledge and skills, and the ability to use them effectively in the interests of the clients/patients,
- Exercising uncompromised professional judgment,
- Supporting the public good,
- A duty to do what is right,
- Not to cause harm or injury to clients,
- Leadership and benevolence,
- Not allowing prejudice to interfere with work,
- Being honest and candid when providing service to clients,
- Identifying risks and the potential means to reduce them,
- Not allowing self-interest to steal Health Center time,
- Weighing the implications of each decision taken,
- Building confidence in the Health Center and credibility through respect, integrity, fair practice, accountability, honesty and reliability,
- Not undertaking a matter without honestly feeling either competent to handle it and/or able to become competent without undue delay, or risk, to the clients,



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- Keeping confidentiality,
- Adopting fair practices, and being impartial,
- Maintaining good working relationships with others,
- Being accountable for results
- Ensuring contractual obligations are met.

2.3 Ethical Behaviour

The Health Center as a whole and its staff in particular, must endeavor to:

1. Protect public interest and maintain integrity
2. Demonstrate competence and quality of service
3. Maintain confidential information and privacy
4. Avoid conflicts of interest
5. Uphold responsibility to the Kanesatake Health Center Inc.

2.4 Public Interest

Kanesatake Health Center Inc. and employees must protect the public interest in regards to health and discharge with integrity all duties and services provided to the community, employees, professionals, para-professionals, and clients. The obligation to protect the public interest in regards to health is paramount and must prevail when there is conflict with other obligations.

2.5 Conflict of Interest

Health Center management and employees have a duty to avoid situations where there could be a perceived conflict of interest, or where necessary, to disclose a possible conflict of interest before providing a service or undertaking an activity or assignment.

Therefore, all employees should:

- Not place personal or professional interests or those of colleagues above interests of the public or those of clients;
- Not place themselves in a situation where they or their family would have an advantage over others;



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- Make reasonable efforts to notify all parties involved to make full disclosure to the relevant authority if any conflict might be seen to occur by an independent third party;
- Not create hidden reciprocal relationships with third parties who stand to gain as a result of their work;
- Inform clients of any interests which might be seen to impair their professional judgment;
- Disclose family/friend relationships and romantic ones.

Here are a few examples of conflict of interest:

- Giving favors to relatives and close friends when hiring, promoting or giving salary increases;
- A Manager having a romantic relationship with his/her employee;
- Receiving gifts or money from third party (clients, public or suppliers) in exchange of services;
- Disclosing confidential information in exchange of favors (money or gifts);
- Reporting to a manager who is a relative or close friend and has control over your job responsibilities, salary and promotions;
- Failing to disclose that you are related to a job candidate the Health Center is considering hiring.

Any Health Center employee who is found to be in a deliberate conflict of interest will be sanctioned and may face disciplinary action.

2.5 Ethical Decision-making

Board Members and Employees should follow a process of ethical decision-making when trying to decide on the best solution to an ethical dilemma. (See in appendix).

2.6 Ethics Committee

The Integrated Quality, Safety and Risk Management Committee (IQSRM) also fulfills an ethics advisory function to support the Health Center management, board members and staff:

- Prospectively in the program planning stages.



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- Retrospectively with decision-making related to ethical dilemmas acting as a neutral body. For this function, the IQSRM Committee may be joined by a chosen professional from outside of the organization with some experience in ethical decision-making.
 - The team or individual would bring an ethical issue to their Manager who would review the ethical decision making process with them, and, if warranted, would decide to bring the issue to the IQSRM Ethics Committee.
- The IQSRM Ethics Committee, upon request from a Manager or the Executive Director, may evaluate the potential ethical implications of proposed changes to programming or service delivery.
- Be involved with the Executive Director in the oversight of any research conducted by the Health Center.
- Initiate and support ethics training for KHC Inc. board and staff.

3. RESEARCH ETHICS

In the event that Kanesatake Health Center Inc. conducts or participates in formal or informal research projects with reputable research agencies, an objective reviewer or body shall be designated to review the projects. The Reviewer or body may be external to the organization (e.g., a private consultant, academic institution, or university) or internal, and shall be unbiased, objective, and free from conflict of interest. The Reviewer will report in writing to the Executive Director and the IQSRM Ethics Committee.

4. Code of Ethics

All Board members and employees whether permanent or temporary, students, volunteers and contracted workers are required to sign the Kanesatake Health Center Code of Ethics upon commencement of their duties; and, annually at the time of their performance appraisal.

5. Disciplinary Measures



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Any Board Member and/or employee who deliberately violates the Code of Ethics will be considered in breach of the Code of Conduct and appropriate measures will be taken.

6. TRAINING

All Board members and personnel shall receive information and training to enable them to understand the Ethics Framework and to use the ethical Decision-Making Model effectively.

7. Monitoring

Ethical problems, related investigation and resolution processes will be listed and monitored by the IQSRM Ethics Committee, and by the Executive Director. The Executive Director will report on any ethical issues or dilemmas quarterly to the Board of Directors along with Risk Management/ Quality Improvement issues.

related policies and procedures

Ethical Decision Making Framework Procedure

Ethical Decision-Making Form

Code of Conduct Policy

Code of Conduct Form

Conflict of Interest Policy

Oath of Confidentiality

Clients Rights & Responsibilities



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SOCIAL MEDIA

1. INTENT

The Kanesatake Health Center Inc. (KHC Inc.) strives to maintain a positive image in the community, and has adopted this policy on social media to ensure that staff members are aware of their responsibility to maintain a positive image as a representative of the organization. KHC Inc. services, employees and volunteers who maintain personal social media pages (e.g. Face book, LinkedIn, Blogs, Twitter, MySpace, etc.) are expected to comply with the guidelines set out in this policy.

KHC Inc. would like to remind staff that they continue to act as representatives of this organization outside of regular business hours, and should conduct themselves in a manner that is appropriate. As our staff members regularly interact with community members, they are expected to hold themselves to a high standard of conduct, as they are viewed as role-models.

2. SCOPE

The Social Media Policy applies to all The Kanesatake Health Center Inc. employees at all times and without exception.

3. ACCOUNTABILITY

Employees will be held accountable for what they write or post on social media or internet pages. Inflammatory comments, unprofessional remarks or critical remarks made about the organization, its employees, clients, partners or stakeholders may result in disciplinary action, up to and including termination.

This policy is not intended to interfere with the private lives of staff members, or affect their right to freedom of speech. This policy is designed to ensure that the image of the Kanesatake Health Center Inc. is maintained, and remains respected.



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Employees must abide by these guidelines whether they mention Kanesatake Health Center Inc. directly or not, or whether inferred.

KHC Inc. staff that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with programs and services provided by Kanesatake Health Center Inc.

4. GENERAL GUIDELINES

Employees should follow the guidelines below when making posts or comments on any social media site whether it is public or private.

1. All employees are asked to be respectful of the Kanesatake Health Center's management, board of directors, community leadership, or other service partners when using social media.
2. Employees are expected to conduct themselves professionally both on and off duty. A staff member is always associated in the public eye with Kanesatake Health Center Inc., therefore any comments made may reflect on the organization. It is not what an employee is saying but how the employee is saying it that makes the difference. Employees cannot discredit persons or businesses. Inappropriate comments, photographs, links, etc. should be avoided.
3. Posts involving the following will not be tolerated and will subject the individual to discipline:
 - Private and confidential organization information;
 - Discriminatory statements or sexual innuendos regarding co-workers, management, clients and partners.
 - Defamatory statements regarding Kanesatake Health Center's programs and services, its employees, clients and partners.
4. Kanesatake Health Center's staff are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization from the Executive Director to act as a designated representative.



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5. Employees are prohibited from using social media during regular working hours. The use of social media should not have a negative impact on user productivity or efficiency. As internet access at Kanesatake Health Center is monitored, please be advised that excessive use of social media for personal reasons is a misappropriation of Health Center time and resources, and may be subject to disciplinary action.
6. Kanesatake Health Center's policies governing the use of copyright materials, logos and other forms of branding and identity, apply to electronic communications. Employees are prohibited from using Kanesatake Health Center's protected materials (copyright material, branding and/or logo(s)) without prior express written permission.

5. PHOTOS

Employees should use photos of the organization, programs and services with extreme caution as it is legally required to have the permission of individuals to be able to use their photos.

Photo consent forms should be obtained before taking photos at any Kanesatake Health Center event.

The use of photos related to the organization should not be used on personal social media.

Employees should also be aware that many community members, clients and visitors present on Kanesatake Health Center property frequently use mobile phones and other devices to take photographs or recordings. Employees should always represent the organization in a positive and professional manner so negative images are not posted on social media sites by clients or visitors.

6. DISCIPLINARY ACTION

Employees who act inappropriately or unprofessionally in regard to any aspect of the above guidelines, and social media policy, may be subject to disciplinary action, up to and including termination of employment.



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