



Consumers and Stakeholders Code of Conduct

Policy

Contact Hamilton for Children's and Developmental Services ("Contact Hamilton") has **zero-tolerance** for all forms of bullying, harassment, discrimination¹, violence (physical and emotional), and abuse.

Contact Hamilton is a values and principles-based organization. We strive to adhere to these through our work and conduct. To this end, Contact Hamilton's central I.D.E.A. is:

- Integrity: Contact Hamilton will be trustworthy, honest, and responsible. We will treat people with dignity and respect.
- Diversity: Contact Hamilton will be inclusive, fair, and equitable. We will provide a welcoming and safe place to request and receive service.
- Empathy: Contact Hamilton will act with compassion and patience. We will provide support and guidance.
- Accountability: Contact Hamilton will be transparent and responsive. We strive for service excellence.

¹ Against any person and/or group in accordance with the *Ontario Human Rights Code*

Contact Hamilton will provide safe and responsive services that respect the value, dignity, and uniqueness of all people. To achieve this, all parties will act in a respectful manner while interacting with one another.

Contact Hamilton has a Workplace Harassment policy and a Workplace Violence policy which will be followed at all times.

Contact Hamilton staff will abide by the Contact Hamilton Employee Code of Conduct. If you have any concerns, about the service you received at Contact Hamilton, please follow our complaint process. A manager will connect with you to discuss your concerns. Details on Contact Hamilton's complaint process can be found on the Contact Hamilton website: <https://contacthamilton.ca/feedback-complaints/>.

The **Consumers and Stakeholders Code of Conduct** identifies what is considered acceptable and unacceptable behaviour. We recognize that no code can address every situation that may be encountered. For this reason, this Code of Conduct does not relieve anyone of the responsibility and accountability to exercise good judgement in all interactions.

The Code of Conduct applies to all types of interactions including but not limited to: in-person, on the phone, on video-conference, via email, text, voice message, letter, and all forms of social media.

Code of Conduct

1. **Be respectful at all times.** Respectful behaviour includes but is not limited to:
 - o Treating someone the way you want to be treated

- o Speaking / writing in a calm tone
- o Listening to understand
- o Keeping an open mind
- o Asking questions rather than making judgements
- o Understanding that people may have different opinions
- o Focusing concerns on the challenging issue / behaviour
- o Using pronouns with which the person identifies
- o Asking to speak with a manager if an issue has been identified but is not being addressed

2. **Do not engage in unacceptable behaviour.** Unacceptable behaviours include but are not limited to the following:

- o Bullying and harassing behaviour
- o Physical and emotional violence, including threats of violence
- o Yelling and screaming
- o Swearing and / or hurtful comments
- o Interrupting and / or not listening
- o Making false complaints / comments
- o Using social media and Google Ratings to air grievances instead of Contact Hamilton's complaint process

Consequences for violation of code of conduct

If a Contact Hamilton employee encounters any unacceptable behaviour, the Contact Hamilton employee will:

- Advise you of the Code of Conduct
- End the meeting and / or call
- Advise their manager of the unacceptable behaviour

The Manager will follow-up with you to communicate the required next steps.

Consumers and stakeholders who break this code will face consequences. Consequences will be determined based on the specific situation. Some potential consequences include, but are not limited to:

- Ending the meeting / call
- Harassment and/or violence investigations
- Development of an individualized plan for future interactions
- Contacting the appropriate authorities
- In exceptional situations, suspension of Contact Hamilton services and supports