



L'Arche Ontario Policy

Policy Type Service Delivery

Policy Number: SD-B2

Policy Area: Advocacy - B

Policy Approval Date: April 19, 2019

Policy Title: Code of Conduct for Advocates

Reviewed & Reapproved: NEW

L'Arche is committed to building and maintaining a safe living and working environment for our Core Members, and all personnel and volunteers. All people have a right to feel and be safe in these settings, free from all forms of abuse and harassment. This policy applies to all parents, caregivers, visitors and substitute decision makers (referred to as "Family Members") of all Core Members in L'Arche, to promote an understanding of acceptable and unacceptable conduct and behavior towards L'Arche's personnel, volunteers and Core Members.

Family members are expected to:

- Support L'Arche in maintaining a safe and respectful environment for its Core Members, personnel and volunteers;
- Be respectful to all L'Arche personnel, volunteers and Core Members at all times;
- Respect and comply with all applicable federal, provincial and municipal laws;
- Respect differences in people, their ideas and opinions and respect the rights and needs of others;
- Refrain from using profanity, inappropriate and/or aggressive language on L'Arche premises and towards L'Arche personnel, volunteers and Core Members;
- Respect and comply with L'Arche policies, including but not limited to the: Complaints, Confidentiality, Privacy, Visitors, Social Media, and Workplace Violence and Harassment;
- Cooperate with investigations, protocols, and procedures designed to address and prevent misconduct and ensure a healthy and safe environment for all stakeholders.

Family members acknowledge that unacceptable conduct includes, but is not limited to:

- Threats (verbal and/or physical) or harassing behavior towards L'Arche personnel, volunteers and Core Members;
- Bullying, including cyber-bullying, and written communication, including communication log books;
- The use of loud, aggressive, threatening and/or offensive oral communications, including the use of profanities;
- The use of aggressive, defamatory, threatening and/or offensive language, which includes the use of profanities, in e-mails, texts, voicemail messages or other forms of communication, including in all forms of social media;
- Causing physical harm to another person;
- The use of alcohol or illicit narcotics on L'Arche premises which adversely affects L'Arche personnel, Core Members and volunteers;
- Disruptive behavior which interferes or threatens to interfere with L'Arche's operations;
- Conduct that is injurious to morale and/or the mental well-being of others;
- Discriminatory conduct towards any L'Arche personnel, volunteer or Core Member; and
- Disorderly, immoral or indecent conduct.

Family members acknowledge and understand that a violation of this policy may lead to:

- L'Arche conducting investigations, implementing communications protocols or otherwise imposing procedures in relation to access to L'Arche premises and interactions with L'Arche personnel to prevent future violations;
- L'Arche contacting appropriate authorities, including the police or the Office of the Public Guardian and Trustee;
- L'Arche pursuing legal remedies; and
- Where other resolutions fail, collaborating with third parties to develop alternative support options for individuals.