

POH - CODE OF CONDUCT- SUPPORT STAFF

This code of conduct is designed to provide an *explicit* definition of the standards of professional conduct expected of all staffs. It represents, for the Organization, a benchmark of expectations with respect to support staff conduct and organization in general.

For the purposes of this document, the terms "support staff" and other employee are used interchangeably to refer to those employees specifically designated as Staff in the collective agreement and in the Pilgrims of Hope (POH) Collective policies.

A BENCHMARK STATEMENT ON PROFESSIONALISM

Support staff is expected to proceed in their daily duties in a professional manner and to exhibit a commitment to providing a supportive environment for working, an enthusiasm for excellence in performance, and a general concern for the well-being of staff, the Organization, and those members of the general public with whom they interact and serve as a community and as beneficiaries of our activities.

1. PROFESSIONALISM AND PROFESSIONAL CONDUCT

This policy expects all staff in its employ to conform to the explicit standards of professionalism defined in this document.

Staffs who demonstrate behavior that does not comply or is inconsistent with the minimal standards of professionalism contained in this document may be subject to the range of disciplinary actions specified in the Organization's *Discipline Policy*.

2. Scope

The term "professionalism" is used to describe adherence by staff to an acceptable standard in the method, manner, and spirit in which they perform their duties. The professional conduct of staff at POH Organization is assessed in relation to four distinct areas of Organization activity:

- Job performance;
- Workplace conduct;
- Relationships among each other and at
- Administration level, and to the general public.

3. Adherence to Policies

The expectations of the Organization with relation to each of these areas will be described in detail in the following sections of this document. The Organization also expects that staffs who are the employees will:

- familiarize themselves with Organization policies that are relevant within their levels of their responsibilities;
- adhere to those policies to the best of their ability;

- Assist and encourage each other to adhere to the policies –
- Draw perceived problems with the policies to the attention of the Office of the administration.
- familiarize themselves with and adhere to the relevant provisions of the *organization Prevention of Discrimination and Harassment* policy;

4. Inappropriate Behaviors

Staff will not use the workplace or online environment to:

- use scurrilous, profane, or obscene language;
- Make remarks or engage in behavior that might reasonably be construed as a violation of POH -Staff Support policy.
- engage in behavior or make remarks that could reasonably be interpreted as threatening and have report to the administration to intervene if they witness such behavior;
- intimidate any employee verbally and will strive actively to prevent others from engaging in such behavior; or
- encourage, by inaction or innuendo, the development of an environment that is fractious, disrespectful of others, or intolerant of order and good manners
- promote their personal, religious, political, social, or business agendas
- to spread of negative, malicious, or unkind remarks or rumors
- Refrain from using work time to promote personal, religious, political, social, or business agendas.

5. Online Environment/Communication Facilities

All staff must apply professional and ethical standards at all times when accessing, using, and distributing information and materials through use of learning technologies. Staff must use computing and communication facilities and services only for the purposes for which they are authorized. Technologies must not be used to access, use or distribute materials that are obscene, vulgar, or pornographic, or that might be perceived by others as harassment or intimidation.

POH as the Organization believes that every user bears the primary responsibility for the material she/he chooses to access, send, or display as also indicated in the mandates and responsibilities. Employees who are just coming/new who are not familiar with these laws may clarify their responsibilities with any Organization librarian.

The Organization will not provide assistance or protection relating to charges arising from violation of copyright law.

6. JOB PERFORMANCE

All employees/staff are expected to be prepared to perform the duties that they have been assigned. Staff will demonstrate readiness by maintaining, developing, and expanding their capability with respect to the requirements of the position. Within the scope of their job, staff will, for example:

- ✓ use professional development opportunities, when available, in a productive manner; and
- ✓ Keep reasonably abreast of current research, technical advances, and current standards of Practice in their field.

All employees are expected to perform such activities as are necessary to ensure delivery of the duties they have been assigned. Specifically, staff will:

- ✓ understand the job scope, practices, and procedures relating to their position;
- ✓ ensure accuracy and thoroughness in the performance of their assigned duties;
- ✓ meet targets regarding work to be performed to the best of their ability;
- ✓ manage time effectively;
- ✓ be well-organized;
- ✓ Demonstrate ability to problem-solve within the scope of their position;
- ✓ demonstrate ability to work independently when appropriate;
- ✓ show initiative; and
- ✓ Ensure efficient and responsible follow-through on assigned duties.

7. WORKPLACE CONDUCT

It is expected that employees will treat their professional, administrative, other employees, and members of the general public with courtesy and respect.

7.1 General Conduct

Within the office environment, employees will:

- ✓ maintain a supportive environment for working and learning;
- ✓ commence work on time;
- ✓ notify their immediate supervisors at the earliest reasonable opportunity if, for reasons such as accident or illness, they are unable to come to work and will arrange in advance for those absences that can be foreseen,
- ✓ provide their manager with appropriate notice of requests for vacation time;
- ✓ Use all work hours productively and ensure that their activities in the workplace do not impede the effective operation of their department.
- ✓ Specifically, they will refrain from using work time to promote personal, religious, political, social, or business agendas;
- ✓ Respect confidentiality in all matters.

8. Inquiries

Employees will:

- Respond to telephone inquiries in a helpful and respectful manner. Specifically, staff will transfer a misplaced call to the appropriate extension, if known, or to the switchboard, if not known, and will try to keep the call within the system so that the caller will not have to telephone again.
- inform clients and the public of procedures to be followed when help is requested, for example, in vacancies application, internship programs or any other appointment, and similar matters, if related to their job responsibilities;

9. Organization Equipment

Employees will:

- demonstrate a concern for the appropriate use and maintenance of all equipment provided by the Organization for their use;
- Ensure that Organization services such as photocopying and internet are used only for Organization purposes.

10. RELATIONSHIPS WITHIN THE SYSTEM

Interactions between staff amongst occur in many contexts:

- ✓ Staff services, such as financial support and counseling;
- ✓ Office care and services;
- ✓ Use of office resource, including those under the store, food offered, or sharing office computer and
- ✓ Social and recreational environments.

Staff will demonstrate courtesy, respect, patience, and willingness to help in all their interactions amongst in any context.

Staff should behave with circumspection, avoiding conduct with prohibited areas that might result in the imposition of disciplinary action or civil or criminal proceedings. Staff, for example, will not:

- ✓ involve in any interpersonal difficulties the employee might have with colleagues, job, or administration; or
- ✓ Become involved with issues in any situation that is outside or inappropriate or inconsistent with the role of an Organization employee, for example, by getting drunk or using prohibited substances within Organization premises.

11. Conflict Resolution

Support staff should:

- ✓ strive actively to avoid conflict between themselves and any student
- ✓ Refrain from physical intervention to resolve a conflict between staff.

In the event of conflict initiated amongst, the entire employee involved will maintain an open, non-confrontational attitude and attempt to resolve the problem at hand; if a resolution is not possible, the staff in conflict should seek guidance from administration.

In such happenings, the administration will intervene by making verbal attempts at conciliation; if these are not successful, the board should immediately be notified and further the appropriate authority according to the procedural guidelines established in the Organization Policy on Emergencies and the Organization Policy on staff Discipline in Non-Organization Matters.

12. RELATIONSHIPS WITHIN COLLEAGUES, ADMINISTRATION, AND THE GENERAL PUBLIC

Support staff will treat all staff and the general public with courtesy and respect.

If a support staff member is asked by anyone other than an administrator to perform functions or services that are not included in applicable support staff job descriptions, such services are to be performed solely on the employee's own time. In the case of conflicting demands, the situation should be brought to the attention of the appropriate administrator.

Staffs are urged to respect their professionalism of other employees and fellow support staff members and to refrain from behavior that would prevent others from fulfilling their duties, for example, by failing to order books or repair equipment.

Prepared and adopted by:
Pilgrims of Hope Administration
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