

## **CODE OF ETHICS**

**STATEMENT:** Mainstream is responsible for providing the highest quality of service to the people we support. As such, Mainstream is committed to the highest standard of ethical practices. Our code of ethics defines who we are as an agency and governs policies, procedures, and employee practices as reflected in our mission and philosophies.

**APPLICATION:** All employees, volunteers, and students are expected to commit to and uphold the following core values:

### **GUIDING PRINCIPLES**

Mainstream is all about people supporting people. It upholds the ideals of mutual respect, the value of individuality, and an open mindedness towards the ever changing needs of all citizens in our community.

All people are expected to:

- respect and support choices
- exercise influence not authority
- be non-judgmental
- value and support diversity in all of its forms
- be honest and respectful in all communications
- honour human rights
- stand up for what is right and encourage others to do the same
- recognize everyone's need for privacy
- recognize that everyone has different strengths and needs and provide support accordingly

### **PROFESSIONAL PRACTICES**

How objectives are achieved is as important as the objectives themselves. Each person is expected to uphold the agency's integrity and carefully consider the public perception of all personal and professional actions.

All people are expected to:

- take responsibility for understanding and abiding by all of Mainstream's policies and procedures
- act in a spirit of compromise and agreement
- respect the boundaries between personal and professional lives
- honour and protect all aspects of confidentiality
- consistently provide a high quality of service
- demonstrate a commitment to continued growth and improvement of personal performance
- have a positive attitude
- be accountable, take responsibility for one's own actions and lead by example
- show respect for others by dressing in attire that is appropriate and suitable for the workplace
- maintain a professional relationship at all times with individuals receiving support