



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
OC-00-PL-002	CareHop code of Ethics	Organizational Culture & Ethics	N/A	July 2012	January 2025	Every 3 years

1. Purpose

The CareHop Code of Ethics outlines the professional and ethical expectations for all individuals representing CareHop. It promotes integrity, respect, and accountability in all interactions with clients, families, colleagues, and community partners.

2. Scope

This Code applies to all employees, contractors, students, volunteers, and representatives of CareHop.

3. Guiding Principles

These principles reflect CareHop's commitment to ethical behaviour in all aspects of home and community healthcare service delivery:

3.1 Respect for Clients and Families

- Honour each individual's dignity, rights, culture, preferences, and autonomy.
- Protect privacy and confidentiality at all times.

3.2 Commitment to Quality and Safety

- Deliver high-quality care in accordance with best practices and professional standards.
- Report concerns about unsafe conditions, risks, or unethical behaviour immediately.

3.3 Integrity and Honesty

- Be truthful and transparent in all communications.
- Avoid conflicts of interest and disclose any situations that may impair impartiality.

3.4 Collaboration and Teamwork

- Foster positive, respectful relationships among team members, clients, and families.
- Share knowledge, support colleagues, and work towards common goals.



3.5 Accountability and Responsibility

- Take responsibility for one's actions and professional conduct.
- Use resources responsibly and uphold CareHop's mission, vision, and values.

4. Compliance and Reporting

Any breach of this Code may result in investigation and follow-up under applicable performance management or disciplinary procedures. Staff are encouraged to report unethical conduct without fear of retaliation through:

- Direct supervisor
- HR Coordinator or Administrative Assistant
- Anonymous reporting mechanisms

5. Review

This Code is reviewed every three years or more frequently if required by legislative or organizational changes.

Policy Approval

Approved by: _____

A handwritten signature in black ink, appearing to be "J. P.", written over a horizontal line.

Chief Executive Officer