



POLICY #	POLICY	SECTION	SUB-SECTION	APPROVAL DATE	REVIEW DATE	REVIEW FREQUENCY
OC-00-PL-003	CareHop Code of Conduct and Respectful Workplace Policy	Organizational Culture & Ethics	N/A	July 2012	January 2025	Annually

### 1. Purpose

This policy establishes clear expectations for professional and respectful behavior in the workplace and outlines CareHop's commitment to a culture of dignity, inclusion, safety, and ethical conduct. It complements the CareHop Code of Ethics and ensures alignment with our organizational values.

### 2. Scope

This policy applies to all employees, volunteers, contractors, students, and representatives of CareHop across all work environments, including in-home client care, community settings, and administrative offices. It should be read in conjunction with the **CareHop Code of Ethics**.

### 3. Policy Statement

All members of the CareHop team are expected to conduct themselves in a manner that is respectful, inclusive, and aligned with **CareHop's mission, vision, values, and Code of Ethics**. Unacceptable behavior, harassment, discrimination, and any form of abuse or disrespect will not be tolerated.

### 4. Standards of Conduct

Employees and representatives of CareHop are expected to:

- Uphold the highest standards of ethical behavior as described in the CareHop Code of Ethics.
- Treat clients, families, colleagues, and the public with dignity, empathy, and fairness.
- Communicate in a professional and respectful manner, avoiding discriminatory or offensive language.
- Promote a safe, supportive, and inclusive environment for all team members.
- Report concerns, incidents, or breaches of conduct using the appropriate reporting channels.
- Maintain confidentiality and protect the privacy of clients and colleagues.



- Avoid conflicts of interest or disclose them to supervisors as soon as identified.
- Comply with all relevant CareHop policies, procedures, legislation, and professional regulations.

## 5. Responsibilities

- **All Staff** are responsible for knowing and following this policy and the CareHop Code of Ethics.
- **Supervisors and Managers** must lead by example, address breaches of conduct promptly, and foster an ethical, respectful work culture.
- **Human Resources** is responsible for training, policy communication, and investigating formal complaints.

**Escalation and Support Pathway:** If an employee feels uncomfortable reporting an issue to their direct supervisor, they may report the concern to Human Resources or escalate it directly to the CEO, depending on the nature and sensitivity of the concern.

## 6. Training and Communication

This policy and the CareHop Code of Ethics are introduced during orientation and reinforced through ongoing education, leadership training, and team meetings. Staff will be required to acknowledge understanding of both documents.

## 7. Review

This policy will be reviewed every three years or earlier if legislative changes or organizational needs require. Feedback from staff will be used to inform updates.

### Policy Approval

Approved by: \_\_\_\_\_

**Chief Executive Officer**