

CODE OF CONDUCT FOR THOSE ACCESSING OUR SERVICES

The Code of Conduct is important for those using the services of Self Help and Peer Support because our locations provide places for people to interact with one another and establish relationships that are satisfying, enjoyable and meaningful. It is our desire that people attending our locations feel safe, comfortable, and respected for who they are. The Code of Conduct allows individuals to develop a good understanding of healthy boundaries and appropriate responsibilities.

ASSUMPTIONS

1. The standards for conduct have been developed in a spirit of peer support and an underlying foundation and motivation based on individuals: respect for each other, respect for differences, providing a safe environment and accepting responsibility for one's own behaviour.
2. Self Help and Peer Support adhere to the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, and all other relevant Federal, Provincial and Municipal legislation.
3. All individuals are expected to follow the values and expectations of the Self Help Program. Individuals using the services are to adhere to the expectations that are linked to the value statements.

GOAL

To enable peer support and self help services and support that lead to better mental health among the individuals accessing our services.

CODE OF CONDUCT

Values and Expectations

We value peer support as a way of helping individuals in their recovery and growth.

Friendship and Compassion

We promote an environment of friendliness and compassion. This means helping people to feel welcome and inviting them to join in activities and conversation. We ask people to be kind, polite, and thoughtful of others' needs.

Understanding and Sensitivity

We ask people to act in a way that is sensitive and understanding of other's feelings and moods. Listening and expressing empathy helps people feel understood and cared for.

We value sharing our experiences in a respectful and mature manner in order to encourage and strengthen each other.

Cooperation

Interaction at the service locations is giving and receiving in ways that involve participation, teamwork and cooperation. It is important to respect each other's individual differences. Getting along with one another is important to the group.

We value every person, believing this helps to create an atmosphere of belonging, camaraderie and safety.

Respect and Dignity

We all have a right to be treated with respect and dignity. Respect is defined as a positive feeling and action that values the good, worth and importance of another person's ideas, opinions, skills, abilities

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and achievements. We ask people to respect each other and acknowledge each person's value and worth. Different perspectives, opinions and ways of doing things are expected and accepted.

We value individuals being fully informed in order to have greater freedom of choice in their decisions.

Equality

Member involvement in all areas of the organization is encouraged in a fair and equitable manner. Self Help and Peer Support will make every effort to ensure people have equal choices and opportunities for involvement.

We value and respect an individual's right to privacy/confidentiality.

Privacy/Confidentiality

We respect confidentiality. Confidentiality means that we respect everyone's right to privacy. What people share with us remains with us and is not shared with others. We understand that personal issues are considered private unless the individual wants them shared.

We value an honest and open approach with each other and strive for this in our organization.

Honesty

We believe the best way to communicate is in an open, direct and honest manner. This allows trust to build with each other and therefore, a better understanding of where we stand on an issue. Being honest means respecting others' personal property.

We value the freedom to express ourselves in a respectful way in order to provide emotional support and validation in a safe environment.

Encouragement

We promote an environment that is encouraging, and where people are supported when doing new things. We believe in emphasizing people's strengths and abilities, and their contributions to the activities and people around them.

Unacceptable Behaviours

As a guideline the following behaviours are considered unacceptable:

Abuse

Any actions involving physical force to anyone or the premises will not be condoned. Threats are any verbal or physical actions that indicate harm to a person or the property.

Discrimination

Racism, sexism, or other forms of discriminatory and prejudicial behaviour, attitudes and comments. We believe in the dignity and worth of each individual and their right to exist in an environment that is free from discrimination. Harassment can take the form of behaviour or comments that insight anger, distress, irritation or grief.

Breaking Confidentiality

Breaking confidentiality involves sharing with others private information someone shared about themselves.

Gossip

Gossip is defined as the sharing of information that is not first-hand observation or fact; repeating information that a person cannot validate; third-person information. It also involves talking about

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people in a negative or derogatory manner without their knowledge and permission, or starting rumors about someone.

Embarrassing people

Singling out people in a way that causes them to be uncomfortable.

Offensive language

Constant or frequent swearing or profanity.

Derogatory or Hurtful remarks

Degrading or insulting comments that put people down and insensitive, spiteful or mean-spirited personal comments.

Rude gesturing or remarks

Actions or comments that are vulgar and discourteous.

Teasing

*Ridicule, mockery or comments especially that make fun of differences and hardships.
Intimidating actions or comment. Invasive behaviour, such as staring or consistent pursuing or bothering a person.*

Responsibilities

Individuals are asked to participate in tasks that will help us to maintain a safe, clean and comfortable environment. We promote a sense of community by cooperating and sharing in the completion of tasks. Individuals are expected to clean up any messes they make.

We also ask that shoes and shirts be worn at all times while at our sites and that people keep their feet and shoes off furniture.

If you have an illness that is contagious, you are asked to respect other people's desire to stay well; please do not access our services during this time.

If you eat or drink while attending our services, please ensure that you cleaned up after yourself.

Illegal substances/behaviours on our premises are not tolerated.

Consequences of unacceptable behaviours

Individuals with concerns are expected to take their concerns about another individual's behaviour directly to the individual in question and talk to them about their concern. This is to be done in a respectful, responsible and mature manner.

When unacceptable behaviour is persistent, disciplinary action will be taken. Discipline will be dealt with in a constructive manner.

Discipline of unacceptable behaviours can include:

- Verbal warnings
- Written warnings
- Suspension
- Expulsion

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Canadian Mental
Health Association
Waterloo Wellington



SELF HELP &
PEER SUPPORT

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Any consequences of unacceptable behaviour will be based on progressive discipline. Each situation will be dealt with as an individual matter, and the extent of the discipline will be based on the effects and severity of the individual's behaviour.

The Policy on Code of Conduct will be posted publicly at each Self Help and Peer Support location and hard copies will be available.

Code of Conduct

I have read, understood and agree to the Self Help service's Code of Conduct.

Print Name

Signature

Date

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