

Section: A Subject: Guiding Principles	Policy Number: A-002 Total Pages: 6	Approval Date: November 19, 1997 Revision Date: October 17, 2018
---	--	---

GUIDING PRINCIPLES

Preamble:

Community Living-Central Huron Board of Directors, Staff and the Membership-at-Large believe in the dignity and worth of all individuals. Committed to the pursuit of all elements of community life being shared among every member of society, CL-CH believes that the preservation and protection of fundamental human rights should be strived for and adhered to. Reflective of these ideals, the delivery of service will be provided in a fashion that is both empathetic and empowering to assist people in a supportive, respectful and positive manner.

Overview:

This Policy demonstrates the general beliefs of Community Living-Central Huron with regards to the five most common issues encountered by the Agency's Board of Directors, Staff, Membership-at-Large and the people receiving service.

The Agency's position is given on the following areas of daily concern:

- a) Responsibility
- b) Competence
- c) Moral and Legal Standards
- d) Confidentiality
- e) Welfare of the Consumer

1. **Responsibility:**

CL-CH Staff are devoted to the quality of life for each and every person supported. They must place the highest regard for their professional conduct and accept the responsibility for the consequences of their actions.

- a) CL-CH recognizes the uniqueness of each person and the need for flexibility in responding to each individual.
- b) CL-CH promotes the belief that everyone has the right to make decisions and have control over their own lives.
- c) The Agency requires people to be listened to and understood, in order for the appropriate supports to be identified and offered.
- d) The Agency believes quality of life must include positive and supportive environments; opportunities for community participation, inclusion and choice; and the understanding of underlying psychological, medical and behavioural concerns must be addressed.
- e) CL-CH staff have a responsibility to educate and inform people about abuse and harm, which includes the responsibility of reporting such occurrences.

- f) The Agency abides by the belief of the protection of people's privacy and the confidentiality of personal information.
- g) CL-CH will endeavour to seek information for the enhancement of knowledge pertaining to peoples' needs, rights and available resources, services both within and apart from the Human Services field.
- h) CL-CH recognizes and respects expertise of other professions and encourages the use of such services.
- l) CL-CH Staff accept the responsibility of avoiding relationships that may limit their objectivity or create a conflict of interest.
- j) CL-CH acknowledges the importance of promoting a positive image of the Agency and the people it supports.
- k) CL-CH Staff acknowledge and accept their social responsibility and will make every effort to be alert to personal, social, recreational, cultural, organizational, financial or political situations that may have an impact on the lives of the people receiving service.
- l) CL-CH Staff provide individualized support and are required to review support needs on an ongoing basis; areas of support are contingent upon the person's consent.
- m) CL-CH Staff share the Agency's Vision that "People live in dignity and share in all aspects of living in their community." Staff will promote inclusion by providing inclusive community options and opportunities to people.
- n) CL-CH Staff will follow the appropriate Agency reporting procedures when aware of any violation to the Community Living-Central Huron's Vision, Mission and Service Principles and Guiding Principles.

2. **Competence:**

The maintenance of high competence standards is a responsibility shared by CL-CH Board of Directors, Staff and the Membership-at-Large in the interest of the people receiving service, the public and the profession as a whole. CL-CH Staff recognize the boundaries of their competence and the limitations of their service. They provide only services and methods consistent with the Agency's Vision, Mission and Service Principles, policies and procedures for which they are qualified by training and experience. For services not within the role of Staff or expertise, services and expertise will be sought, as appropriate.

- a) CL-CH Staff recognize the need for continuing education and training and are open to new approaches and changes in expectations over time.
- b) CL-CH Staff will acknowledge when further education is necessary to develop or enhance skills and will participate in such training.
- c) CL-CH Staff will accurately represent their competence, education, training and experience.

- d) The Agency recognizes differences among people, such as age, gender, socioeconomics, sexual preferences and ethnic backgrounds. Staff will obtain training and experience to provide competent service.
- e) CL-CH Staff will acknowledge and respect the different job functions, responsibilities and roles within the Agency. Staff will perform such duties consistent to their position.

3. **Moral and Legal Standards:**

Moral and ethical standards of behaviour of the CL-CH Board of Directors, Staff and Membership-at-Large are a personal matter to the same degree as they are for all citizens, except as those which may compromise the fulfilment of their Agency responsibilities or reduce the public trust in Community Living and its Staff.

- a) CL-CH Staff are sensitive to prevailing community standards and to the possible impact that deviation from these standards may have upon the quality of service they provide.
- b) CL-CH Staff are aware of the possible impact of their public behaviour with respect to their professional credibility.
- c) The Agency will not condone practices that are inhumane or that result in illegal or unjustifiable actions. Such practices include, but are not limited to, those based upon considerations of race, disability, age, gender, sexual preference, cultural, religion or natural origin.
- d) CL-CH Board of Directors, Staff and Membership-at-Large will not participate in the violation or contradiction of the legal and civil rights of people.
- e) CL-CH Staff will not exploit their professional relationship.
- f) The Agency will not condone approaches or practices towards people that are not consistent with society's definition or interpretation of acceptable standards for all of its citizens.

4. **Confidentiality and Privacy:**

CL-CH Board of Directors, Staff and the Membership-at-Large have a primary responsibility to respect the confidentiality and privacy of information obtained as a result of their affiliation with Community Living-Central Huron.

- a) Information to others shall be shared only with the consent of the person or the person's legal representative, except in circumstances in which not to do so would result in clear danger to the person or to others, and when there is a legal requirement to notify.
- b) CL-CH Staff are responsible for informing people receiving Agency services of the limits of confidentiality and privacy.
- c) Only relevant information will be disclosed and every effort will be made to avoid undue invasion of privacy.
- d) CL-CH Staff make provisions for maintaining confidentiality and privacy in the storage and disposal of records.

5. **Welfare of the Consumer:**

CL-CH Board of Directors, Staff and the Membership-at-Large believe in the respect, dignity and worth of each and every person receiving service:

- a) The focus and loyalties of the Agency is for the welfare of the people it supports.
- b) CL-CH Staff will ensure people are provided the opportunity to access an advocate, withstanding any conflicting affiliation.
- c) CL-CH will acknowledge any belief when the person supported is not benefiting from Staff and/or Agency involvement.
- d) CL-CH Staff will provide people the assistance to locate alternative sources of support/service, as appropriate.
- e) CL-CH Staff will fully identify the purpose and nature of their role and freely acknowledge the person supported freedom of choices.
- f) CL-CH Staff are cognizant of their potentially influential position and will avoid exploiting the trust and dependency of such relationships.
- g) The Agency believes in a support system that will attempt to meet the individual needs of those receiving service.

The intent of Community Living-Central Huron's 'Guiding Principles' is to convey the Agency's Vision, Mission and Service Principles, as well as the requirements and expectations of its role as a support provider. To assist in the application of the 'Guiding Principles,' a list of questions which identify specific areas/concerns from the five main issues, have been provided.

The following questions should be considered by all people affiliated with CL-CH and addressed as it relates to their role with the Agency:

- a) Am I imposing my expectations, beliefs, interests onto other people?
- b) Am I clear on the Agency's expectations and particularly my role?
- c) Am I open for change?
- d) Have I challenged my views on the Agency's Vision, Mission, Service and Guiding Principles and am I open to be challenged?
- e) Do I persuade the people to whom I provide support, to agree with my values?
- f) How do I communicate options to people ignoring my own values?
- g) What are my goals when I'm fulfilling my Agency role?
- h) Are my actions serving the person or my needs more?
- i) Do I know and understand my professional and ethical boundaries?

- j) Do I respect the people I support and their choices?
- k) Do I know what the person wants for the future, who determined this and what is being done to assist or support the person?
- l) Who decided where the person should live? If the person is not satisfied, what can be done?
- m) What is a typical day like, would I want to trade lifestyles with the person? Why or why not?
- n) Who is responsible for deciding the person's routine, how are the person's choices, selections solicited, by the person or someone else?
- o) How is it determined what rights the person can and wants to exercise?
- p) Do I encourage/promote the people I support to be as independent as possible or do I do things for people, when they're capable of doing on their own?
- q) How many inclusive options did I present to the people I support this week? How many did they accept, why or why not?
- r) What have I done this month to help people make friends, build relationships or make connections?
- s) Do I respect the people I support enough to make decisions I don't agree with?
- t) Do I know the Canadian Index of Wellbeing reports everyone needs to have at least 5 meaningful (unpaid) relationships in their life to feel connected in their community? Does everyone I support have at least 5 meaningful (unpaid) relationships? Am I doing everything I can to help people to increase the number of meaningful relationships in their lives?

Related Policies:

- All Policies and Procedures.

Other Documents:

- Job Descriptions.