



lumenus

Mental Health, Developmental & Community Services
Infants | Children | Youth | Individuals | Families

be seen. be heard. be well.

POLICY MANUAL SECTION Human Resources	POLICY NAME Code of Conduct	POLICY NUMBER HR - 503
POLICY MANUAL SUBSECTION	RESPONSIBILITY Senior Director, People & Culture	APPROVED BY CEO
LAST REVIEW DATE December 2025	APPROVAL DATE December 2025	NEXT REVIEW DATE December 2027

SCOPE

Lumenus is committed to maintaining the highest standards of professional excellence and standards of conduct in the delivery of service and in our interactions with each other, clients and community partners. This policy provides guidelines for all employees, students and volunteers with respect to expected conduct.

POLICY

Employees, students and volunteers are expected to promote and abide by Lumenus' mission, vision, values, observe the laws of Canada and Ontario, and comply with the policies and procedures of Lumenus. In addition, employees belonging to professional associations and regulatory entities are expected to abide by the code of ethics or professional standards as set by the appropriate governing body.

The private conduct of each employee or volunteer working on behalf of Lumenus is a personal matter except when such conduct compromises the reputation, image or integrity of Lumenus.

When a breach of the Code of Conduct policy has been reported, Lumenus will conduct a review and determine if a potential, perceived or actual breach of the Code exists and take the necessary action including disciplinary action up to and including termination of employment.

PROCEDURE

Employees, students and volunteers are expected to conduct themselves in a professional manner at all times including but not limited to the following:

- Demonstrate courtesy and consideration in their interactions with others;
- Create and maintain a discrimination-free and inclusive service and work environment;
- Keep themselves advised of any changes in policy and procedure and be guided in their conduct accordingly;
- Observe all health and safety policies and procedures for their own protection and in the interest of safety for everyone who accesses a Lumenus site;
- Complete their work and assigned duties in accordance with the performance standards and expectations established for their position;



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- Refrain from condoning, participating in, or engaging in dishonesty, fraud, deceit, or misrepresentation, and comply with Lumenus' zero-tolerance of theft and attempts to falsify reports and records;
- Refrain from the use of profanity, verbal abuse or violence;
- Maintain complete confidentiality regarding Lumenus' affairs and decisions, during and after their tenure with Lumenus, and refrain from relaying information they may have had access to as an employee that is not available to the public, including but not limited to information about colleagues, clients, community partners or other organizations;
- Respect and abide by Board decisions;
- Refrain from engaging in public criticism that would jeopardize the reputation of Lumenus and its employees, including in person or through traditional or social media, both during and after tenure with Lumenus;
- Treat all property, equipment, furnishings and physical facilities with respect and care. This includes not "borrowing" or removing from the premises supplies or equipment belonging to Lumenus without the permission of their manager, including telephones, desktop and laptop computers;
- Exhibit a neat, appropriately dressed, and professional appearance with due regard for the requirements of the job they are performing;
- Devote their time while on duty to the performance of their duties and conduct personal business in off-duty hours.
- Not report for work while impaired by a serious illness, substance use, alcohol use, cannabis use, or other dysfunction that the employee knows, or ought to reasonably know, impairs their ability to perform the responsibilities of their position; and,
- Not initiate or maintain any outside contact with a client or previous clients of Lumenus, outside of professional duties, as this is strictly prohibited. Contact with a former client for the purpose of providing professional services may only occur with the approval of the employee's Director.

Acceptance of Gifts

Employees of the organization are **not** permitted to accept gifts from clients, vendors or partner agencies unless those gifts are:

- The normal exchange of gifts of modest value between persons doing business together; or the normal presentation of gifts or awards to persons participating in public functions such that there is no perception that an obligation is created or a favour is expected;
- Not demanded or accepted, directly or indirectly, in return for service provided on the organization's behalf to any individual, organization or corporation.

Any fees or honoraria received for services performed or provided on behalf of the organization shall be considered to belong to Lumenus, unless permission has been received from the employee's immediate manager in writing and in advance.



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Use of Lumenus Premises and Resources

Employees of Lumenus are not permitted to use the premises and resources of the organization for reasons other than the business of Lumenus.

- Abuse or inappropriate use of Lumenus property or equipment will be subject to disciplinary action up to and including dismissal.

Breach of the Code

Any potential, perceived or actual breach of this Code of Conduct policy is to be reported to the Senior Director, People and Culture.

The matter will be investigated and the necessary action to remedy the breach or circumstances will be taken.

In situations where a serious breach has occurred, or alleged to have occurred, the breach will be reported to the Chief Executive Officer (CEO), or designate, who will be responsible to conduct a review and take the necessary action including disciplinary action up to and including termination of employment.