



POLICIES & PROCEDURES

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DATE:	July, 2005
REV. DATE:	September 2016

SUBJECT: ORGANIZATIONAL ETHICS

1.0 POLICY

Ongwanada will provide supports and services within a framework which reflects the organization's ethical values. The process for ensuring ethical behaviour at Ongwanada allows for a methodology designed to reflect a continuous appraisal of ethical care, support and other service activities. As part of this process, the ethics Coordinator position will assist individuals, staff and others to address ethical issues identified as a component of our service delivery. The ethics review process will enhance the organization's ability to fulfil its Philosophy, Vision and Mission and will ensure individuals are receiving supports based upon our ethical values.

2.0 ONGWANADA'S CODE OF ETHICS

- 2.1 The Ongwanada Code of Ethics defines the ethical values that are most important to Ongwanada. Ongwanada staff may be exposed to ethical issues in their everyday work situations. The principles delineated: to be worthy of respect, act for the benefit of others, not inflict intentional harm, be honest and morally responsible, be fair in our behaviour or treatment and be free to act or govern oneself are important in ensuring quality, ethical care and the delivery of services.
- 2.2 The establishment of Ongwanada Ethics Coordinators and an Ethics Committee provides support within the organization to meet these principles.
- 2.3 Ongwanada shall appoint Ethics Coordinators with expertise in ethics. One Ethics Coordinator shall be appointed to act in a Lead capacity. The Ethics Coordinators shall have the following responsibilities:
 - 2.3.1 Act as a resource for the organization regarding ethics;
 - 2.1.2 Provide education for Ongwanada staff, individuals supported, volunteers, Life Share Providers, members of the Board of Governors and students in practical ethical issues which may be encountered in everyday operational matters;
 - 2.1.3 Act as a contact person for Person Centred Planners/ Service Coordinators / individuals / families / staff to use Ongwanada's ethics framework with planning teams in working through ethical issues;
 - 2.1.4 Assist planning teams in determining if an ethical issue brought forward is, in fact, an ethical issue or should be dealt with by other organizational processes;
 - 2.1.5 On an annual basis, the Lead, Ethics Coordinator, will submit an Administrative Report to the Ethic Committee, summarizing:
 - 2.1.5.1 Number of reported ethics issues reviewed by planning teams;
 - 2.1.5.2 Number of actual ethics issues reviewed by planning team;
 - 2.1.5.3 Common themes emerging with identified ethical issues
 - 2.1.5.4 Recommendations related to policy or ethics framework revision, education and overall satisfaction with the ethics process.
 - 2.1.6 Annually the Lead Ethics Coordinator will submit a report to the Continuous Quality Improvement Committee summarizing the number of issues reviewed by planning teams and common ethics themes emerging within the organization.



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3.0 ETHICS REVIEW PROCESS

- 3.1 Ongwanada believes that in pursuit of quality ethical care, all staff / individuals / families should have access to a process which will allow ethical issues to be thoroughly discussed and explored. Ethics Coordinators are a resource that can be accessed by Person Centred Planners / Service Coordinators / Planning Teams / staff / individuals / families that will support an ethics discussion by use of Ongwanada's Ethics Framework and Code of Ethics.
- 3.2 This process SHOULD NOT be used in lieu of existing processes, such as: specific policies and procedures on alleged abuse, search and rescue incidents, Complaints and Feedback Process, Quality Action Requests or staff performance.
- 3.3 The ethical issue, when brought forward, must set out the circumstances forming the basis of the ethical issue.
- 3.4 Discussion of the ethical issue should involve the appropriate stakeholders of the planning team. Person Centred Planners / Service Coordinators are encouraged to work through the ethical issue utilizing Ongwanada's Ethics Framework. An Ethics Coordinator can be accessed to provide support or facilitate this process.
 - 3.4.1 Ethical issue resolution will be implemented by the Planning Team / stakeholders, as deemed appropriate. In circumstances where the resolution to the ethical issue is beyond the scope of the Planning Team / stakeholders, the results will be forwarded to the Lead Ethics Coordinator who will be responsible to review the results with the Chief Clinical and Planning Officer, who will examine discuss measures to resolve the issue with Chief Executive Officer.
- 3.5 Upon completion of the Ethics Framework and resolution of the ethical issue, a copy of the completed framework will be sent to the Lead Ethics Coordinator who will complete the Ethical Decision Making Framework Evaluation Guide for the purpose of gathering metrics for the annual report and for quality improvement reporting.

4.0 ETHICS COMMITTEE

- 4.1 To further promote the concepts of Ethics, an Organizational Ethics Committee will be established. The role of the Organizational Ethics Committee is to:
 - 4.1.1 Provide direction, advice and recommendations regarding Ongwanada's Organizational Ethics;
 - 4.1.2 Coordinate activities and implement policies related to the Ongwanada ethical framework;
 - 4.1.3 Work with the Ethics Coordinators to coordinate an evaluation of Ongwanada's ethical framework, monitor its effectiveness and provide recommendations for modification, if required;
 - 4.1.4 Assist the Ethics Coordinators to further develop the organization's capacity to use the ethics framework through education and training;
 - 4.1.5 Assist the Ethics Coordinators with the organization's process for gathering and reviewing information about trends in ethics issues, challenges, and situations;
 - 4.1.6 Provide opportunities to enhance the skills and knowledge needed for ethical reflection for staff and the Committee itself;



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- 4.1.7 Recommend policy revisions that strengthen the capacity of the organization to provide services and supports grounded in the values, mission and vision.

5.0 RESEARCH ETHICS

- 5.1 All research that involves information that is collected through intervention or interaction with human participants, including interviews, naturalistic research and the use of focus groups requires review and approval by the Ongwanada Research Committee in accordance with this policy and Policy #2-1-17 Research Protocol and Procedures, before the research is started, except as may be stipulated below.
- 5.2 Research undertaken by members of the university community, including all faculty, visiting researchers, students and staff irrespective of the source of financial support (if any) and irrespective of the location of the project, are to obtain separate ethics review from their respective University Research Ethics Board, and provide proof of such approval to the Ongwanada Research Committee.
- 5.3 Research that is derived from identifiable private information from human subjects is subject to Ongwanada Research Committee review. This includes the secondary analysis of data collected for other purposes, e.g. medical records or data collected for other purposes, including research previously approved by the Ongwanada Research Committee.
- 5.4 Research involving graphic, written or recorded information, including video or audio recordings derived from identifiable human subjects is also subject to Ongwanada Research Committee review.
- 5.5 Quality Assurance studies, performance reviews or testing within normal educational requirements are excepted unless they contain elements of research and the findings will be published or presented at a conference.

6.0 BUSINESS ETHICS

- 6.1 It is the intent of Ongwanada that its employees maintain the highest ethical standards in their conduct of Ongwanada affairs. The following sets forth in summary form for the benefit of all Ongwanada employees, Ongwanada's policy with respect to (1) gifts, favours, entertainment and payments given or received by employees; (2) potential conflicts of interest; and (3) certain other matters (see Policy #1-10-4 Significant Contracts & Tenders – Quotation Requirements, Processing, Evaluation, Policy #1-10-5 Conflict of Interest, Policy #1-10-7 Supply Chain Management and Policy #1-6-19 Perquisites).
- 6.2 The essence of these policies is that each employee will conduct Ongwanada's business with integrity, in compliance with applicable laws and in a manner that excludes consideration of personal advantage.
- 6.3 Strict adherence to these policies will protect Ongwanada and its employees from criticism, litigation or embarrassment that might result from alleged or real conflicts of interest or unethical practices. Any employee who is aware of or suspects illegal activity, fraud or any other violation of Ongwanada's Ethical Standards must report their concerns.
- 6.4 Avenues of reporting include line management, Ongwanada Ethics Coordinators or Human Resources. Every effort will be made to protect the identity of an employee who submits a concern. Persons who wish to anonymously submit their concerns using the internet may do so here:
info@ongwanada.com



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7.0 RELATED POLICIES

1-2-07	Board Orientation & Training
1-4-08	Privacy
1-6-19	Perquisites
1-6-24	Workplace Violence, Harassment and Discrimination
1-10-04	Contracts & Tenders – Quotation Requirements, Processing, Evaluation
1-10-05	Conflict of Interest
1-10-07	Supply Chain Management
1-14-01	Continuous Quality Improvement
1-14-02	Risk Management
1-14-06	Alleged Abuse of Ongwanada Clients
2-1-10	Client Rights
2-1-17	Research Protocol & Procedures
2-3-01	Support Plan (Person Centred)
2-3-03	Standards for the Use of Individual Behaviour Support
2-3-04	Use of Mechanical Restraints and Psychotropic Medication (Chemical)

8.0 FORMS RELATED TO POLICY

[Code of Ethics](#)
[Ethical Decision-Making Framework Guide & Worksheets](#)
[Ethical Decision-Making Framework Evaluation Guide](#)

9.0 LEAD MANAGER

Chief Executive Officer

Delegated Lead Staff Person:

Chief Clinical and Planning Officer

10.0 REVIEW DATE

September, 2019.