



***Brain Injury Association of Windsor and Essex County
("BIAWE")***

Code of Ethics for Staff and Volunteers

This Code of Ethics is intended to serve as general guidance for staff, volunteers, board members and consultants working with Brain Injury Associations. Anyone who is serving as a regulated or certified professional will be guided by and must adhere to the Code of Ethics provided by the regulating or certifying body.

1. Moral and Legal Standards

1.1 BIAWE staff and volunteers shall behave in a legal, ethical and moral manner in the conduct of their work.

1.2 BIAWE staff and volunteers shall be thoroughly familiar with, will observe and will discuss with participants the scope and limitations of their services and support.

1.3 To protect public confidence, BIAWE staff and volunteers will avoid public behaviour that is clearly in violation of accepted moral and ethical standards.

1.4 BIAWE staff and volunteers will respect the right and reputation of any institution, organization or firm with which they are associated when making oral or written statements.

2. Relationship to members

2.1 BIAWE staff, volunteers and consultants shall respect the integrity and protect the welfare of members and clients with whom they work. The safety and welfare of members will be the primary consideration. Staff and volunteers will not put their personal interests or preferences before the well-being of members.

2.2 BIAWE staff and volunteers shall make clear to member the purposes, goals and limitations that may affect the relationship.

2.3 BIAWE staff and volunteers will never knowingly misrepresent their role, knowledge or competence to clients. They will provide information on their credentials when requested.

2.4 BIAWE staff and volunteers will be continually cognizant of their own needs, values and of their potentially influential position. Staff and volunteers will not impose their needs or values on members.

2.5 Personal, intimate and/or sexual relationships with participants in programs and services are not permitted, and are considered to be unethical.

2.6 BIAWE staff and volunteers will honour the right of members to consent to participate, or decline to participate in services.

2.7 BIAWE staff and volunteers will recognize the benefits of family involvement in a person's recovery and will strive to involve family in promoting the member's well-being, subject to the member's approval and appropriate to their role.

2.8 BIAWE staff and volunteers will work jointly in developing support strategies, consistent with the circumstances and abilities of the member.

3. Professional relationships

3.1 BIAWE staff and volunteers will not discuss in a disparaging way with members, the competency of other service providers or agencies or the quality of interventions.

4. Confidentiality

4.1 BIAWE staff and volunteers will inform members at the onset of the relationship of the legal limits of confidentiality

4.2 Notwithstanding the limitations, as outlined in clause 4.3, staff and volunteers will not forward to another person, agency or potential employer, any confidential information (including phone number and/or address) without the written **or explicit verbal** permission of the member or his or her legal guardian. Written or verbal consent will be documented by the volunteer.

4.3 BIAWE staff and volunteers will take reasonable personal action or inform responsible authorities or inform those persons at risk, when the conditions or actions of the member indicate that there is a clear and imminent danger to the member or other, after advising the member this must be done. [Note: this would include situations in which there is known or reasonable suspicion of child abuse, suicidal ideation, threats of harm to other(s)].

4.4 BIAWE staff and volunteers will safeguard the maintenance, storage and disposal of the records of the members so that unauthorized persons shall not have access to these records. All who have access to these records will ensure that standards of confidentiality are observed.

4.5 BIAWE staff and volunteers will record only the information which is essential to address the member's request for assistance.

5. Competence

5.1 BIAWE staff and volunteers will function within the limits of their defined role, training and competency and will accept only those roles for which they are qualified to assume.

5.2 BIAWE staff and volunteers will continuously strive to keep abreast of new developments in ABI and related community resources through reading and networking.

Approved by the Board of Directors on February 23, 2010.

Melanie Gardin
President

Cheryl Henshaw
Secretary