

Policy Type: **Operational**

Policy Number: **O-23**

Policy Title: **Employee Code of Conduct Policy**

Policy Reviewed: November 2021

Effective: January 2022 - December 2024

1. PURPOSE

1.1 The Windsor Public Library Employee Code of Conduct is a general guideline and educational tool intended to communicate the Windsor Public Library Board's expectations of its employees in the exercise of their duties.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act, R.S.O. 1990, C.P44* as amended 2019, CH14, Sched.12, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the *Canadian Charter of Rights and Freedoms; Canadian Criminal Code; Ontario Human Rights Code; Employers and Employees Act, R.S.O. 1990, c. E.12; Employment Standards Act, 2000, S.O.2000, c.41* and the *Labour Relations Act 1995, S.O.1995, c.1 Schedule A*.

2.3 The Employee Code of Conduct Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library Values Statement "Windsor Public Library values and respects its customers, partners, volunteers and staff."

2.4 This policy applies to all Windsor Public Library employees, students and volunteers.

2.5 Nothing in the Employee Code of Conduct is intended to conflict with the Windsor Public Library's obligations to its employees under the CUPE 2067.1 Collective Agreement and the City of Windsor's policies and procedures.

3. DEFINITIONS

Workplace - any Windsor Public Library building, building site, workshop, structure, mobile vehicle, or any other premises or location, whether indoors or outdoors, where employees are engaged in Windsor Public Library work.

Conflict of Interest - occurs when private or personal interests improperly influence, provide benefit to; or could reasonably be perceived, or be foreseen to; improperly influence the performance of work duties.

Fraud – is an intentionally deceptive action or statement designed to illegally or unethically gain at the expense of another.

4. GUIDELINES

4.1 The principles upon which the Employee Code of Conduct Policy are based include; all employees, students and volunteers, must at all times:

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- Be law abiding;
- Be respectful of customers, visitors, volunteers, security and colleagues;
- Provide excellent customer service;
- Promote workplace health and safety.

4.2 The Windsor Public Library Board expects all employees, students and volunteers to:

- 4.2.1 Support the Windsor Public Library Mission, Vision and Values Statement.
- 4.2.2 Conduct the business affairs of the library with honesty, integrity, due diligence and competence in accordance with all policies and procedures.
- 4.2.3 Demonstrate quality and excellence in their work and the decisions they make by providing efficient and accurate services in supporting an innovative world-class public library.
- 4.2.4 Demonstrate a commitment to diversity and accountability, behaving in a welcoming, respectful and inclusive manner.
- 4.2.5 Engage in timely, direct and honest communications.

4.3 Workplace Harassment / Discrimination

- 4.3.1 The Windsor Public Library Board will not tolerate gossip, bullying, harassment, or discrimination in the workplace or activities that may lead to a toxic or poisonous workplace.

4.4 Illegal Substances

- 1.1.1 The Windsor Public Library Board will not tolerate impairment in the workplace. Employees are expected to report to work fit for duty. The use, distribution, storage, sale and/or possession of illegal drugs, alcohol or other intoxicating substances on Library property is prohibited.

4.5 Political Activity

- 4.5.1 During working hours, an employee, student or volunteer may not campaign or actively work in support of a candidate, political party or election campaign.

4.6 Media Relations

- 4.6.1 Personal use of social media should be respectful of the Windsor Public Library, customers, colleagues and the community.
- 4.6.2 When engaging in social or online forums outside of work, employees should make it clear that the views they express are their own and do not necessarily reflect library management or the Windsor Public Library Board.

4.7 Fraud / Theft

- 4.7.1 The Windsor Public Library Board will not tolerate any fraudulent activities; including, but not limited to:
 - Misappropriation of funds, supplies or any other asset;
 - Improprieties in the handling or reporting of money transactions or receipts;
 - Forgery or alteration of documents, including the misrepresentation of information;

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- Unauthorized use of, disappearance, theft or destruction of Library property, equipment, materials or records;
- Authorization or receipt of payments for hours not worked or services not rendered.

4.8 Conflict of Interest

- 4.8.1 An employee, student or volunteer is required to disclose a conflict of interest to their Supervisor, including circumstances that may represent an actual, perceived or potential conflict of interest.

4.9 Confidential and Personal Information

- 4.9.1 It is the responsibility of every employee, student and volunteer to safeguard confidential and personal information and release this information only to those authorized to receive the information.

5. RESPONSIBILITY / CONSEQUENCES

5.1 The Chief Executive Officer or designate is responsible for the application of this policy

- 5.1.1 The CEO shall ensure that this policy is communicated to all employees, students and volunteers and is reviewed with all new employees.

- 5.1.2 It is the responsibility of all Windsor Public Library employees, students and volunteers to report to their Supervisor any breaches or perceived breaches to the Employee Code of Conduct.

- 5.1.3 Violation of the Employee Code of Conduct may result in disciplinary actions up to and including dismissal.