

Ontario Correctional Services

Code of Conduct and Professionalism Policy



August 2014

What is the Code of Conduct and Professionalism (COCAP) policy?

Being a public servant is, in itself, an honour and a privilege. As public servants working in Correctional Services, we are entrusted by our fellow citizens to play a pivotal role in the justice sector and in the community: one that has the potential to affect many lives. Your efforts to change the behaviour of those under our supervision and in our care and custody, to guide them to think differently and to make better choices, affects not only their lives but the lives of everyone around them.

As public servants, we are accountable for the decisions we make and the services we deliver. Holding a position of public trust comes with a great deal of responsibility and you must always act in a way that maintains the ethics of your profession. Not only are you setting the standard in your workplaces, you are the example to our clients and in our communities. Your professionalism and your ethical standards must be that much higher and your commitment to integrity must be that much stronger.

The broad principles set out in the COCAP policy are intended to guide Correctional Services employees in actions and decisions and to provide a tool to enhance understanding of the many OPS wide policies and standards that govern the work we do in providing a consistent level of service excellence to the citizens of Ontario.

The COCAP policy outlines the behaviours expected of all employees, regardless of position or rank and also defines behavioural standards and infractions in accordance with internal, Ontario Public Service (OPS) wide and/or provincial procedures, policies and legislation. The COCAP policy summarizes and provides links to the many pieces of legislation and policy governing Correctional Services employees, including but not limited to:

- [Public Service of Ontario Act](#)
- [Ministry of Correctional Services Act](#)
- [Criminal Code](#)
- Ontario [Human Rights Code](#)
- [OPS Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)
- Systemic Change Program
- [Human Rights Project Charter](#)

A list of various statutes and policies is located in Appendix D: [Resources](#). As a Correctional Services employee, you are expected to familiarize yourself with the parts of these documents that apply to your roles and responsibilities.

For ease of reference, this policy is divided into four sections:

[Section I: The Code of Conduct and Professionalism \(On-Duty\)](#)

[Section II: The Code of Conduct and Professionalism \(Off-Duty\)](#)

[Section III: Defined Infractions](#)

[Section IV: Complaints and Corrective or Disciplinary Action](#)

All staff must be provided with a copy of the COCAP policy, and are required to sign the Employee's Commitment to the Ontario Correctional Services Code of Conduct and Professionalism to confirm that they have received a copy of the policy and that they are responsible to uphold and adhere to the policy.

Managers are expected to respond to unacceptable conduct and behaviour on a case-by-case basis to ensure individual assessments and applicable audits and/or investigations are initiated in a timely and effective manner. It is the ministry's policy to ensure that managers/supervisors assume a leadership role in creating and maintaining a workplace where standards of conduct are promoted, upheld and exemplary behaviour is recognized. The COCAP policy will also ensure that unprofessional behaviour is not tolerated. Managers/Supervisors will inform all employees of the COCAP policy, make a copy available to them, and ensure that an accessible format is provided to them upon their request.

The ministry will provide required information sessions on the COCAP policy, conduct periodic reviews of the COCAP and associated policies and update when necessary; provide oversight and accountability by promptly and impartially taking appropriate action when responding to complaints; and by taking appropriate corrective action where violations of the policy have been identified and substantiated.

Queries relating to this policy should be directed to the manager/supervisor or COCAP@ontario.ca.

About this document

The COCAP policy provides an overview and highlights of legislation, corporate directives, policies and guidelines that are applicable to on-duty and off-duty conduct. It is not an exhaustive or definitive source of information, interpretation or guidance in every situation. In the event of a conflict or inconsistency between this document and any applicable legislation, corporate directive, policy or guideline, the latter instruments prevail. While this Code of Conduct and Professionalism document may be produced as evidence of published policy, it does not relieve management of the responsibility for proper warning, counselling, and documentation to address any real, apparent or potential unsatisfactory work situation. If an employee does not comply with direction under the Code of Conduct and Professionalism and receives corrective and/or disciplinary direction/action, then that direction/action is still open to normal avenues of grievance and mediation.

Any action taken under the Code of Conduct and Professionalism policy, without fear of reprisal, does not impair or otherwise affect the rights and privileges of the Crown with regard to the prosecution of employees under the [Criminal Code](#).

Section I: The Code of Conduct and Professionalism (On-Duty)

As employees of Correctional Services, we have a professional responsibility to provide care and to ensure the well being of those in our custody or serving a sentence in the community, and to maintain a respectful, safe and healthy work environment. The standards listed below set out ministry expectations for employee behaviour and conduct in the workplace.

1. Perform our duties with honesty and integrity. (see Standard 1)

Public servants are accountable to the citizens of Ontario through the minister and the Legislature. As public servants, we are therefore required to conduct ourselves in a responsible and law abiding manner that creates and maintains respect for the Government of Ontario and renders us worthy of the public's trust. We should be willing and able to explain, answer to, and justify the appropriateness of our actions and decisions. Accountability is also about acceptance, being responsible and providing necessary support, feedback and oversight. The ministry is also responsible for exercising diligence in managing and monitoring persons hired by the employer on a service contract. Employees who are contractors and do not comply with the provisions of this policy will be subject to a review of their contract. Remedial action may be taken up to and including termination of the contract.

As employees we will:

- a. Respect and obey the law at all times.
- b. Act with propriety, honesty, integrity, impartiality, fairness and in an ethical manner.
- c. Undertake the duties specific to our role and responsibilities and perform them fully.
- d. Ensure all employees and clients or any other persons have reasonable and equitable access to available services and information.
- e. Take all reasonable steps to understand the statutory responsibilities associated with our role and responsibilities (e.g., [Public Service of Ontario Act, 2006](#), Ontario [Human Rights Code](#)).
- f. Ensure full compliance with all regulations, procedures and policies relevant to our role and responsibilities.
- g. Cooperate with any authorized audits and/or investigations, examinations and reviews.
- h. At no time act or engage in activities that might undermine confidence in our ability to undertake our role or responsibility with fairness, impartiality and integrity.
- i. Present a professional image in the workplace that appropriately reflects our duties, health, safety and security considerations, and properly maintain and wear issued uniforms as prescribed.
- j. Not directly or indirectly correspond or communicate with the media regarding matters related to the ministry (except with prior ministry approval). All inquiries are to be directed to the ministry's Communications Branch.
- k. Not engage in any activities that misuse government resources.

2. Fulfil our duties in a diligent, capable, and courteous manner. (see Standard 2)

The responsible discharge of duties means that employees will:

- Act with honesty, courtesy, fairness, dignity, respect and impartiality in the conduct of professional duties. Under no circumstances shall any person be subject to threatening, humiliating, bullying or degrading treatment, including hate or hate activity;
- Respect the dignity and human rights of colleagues and clients, other employees, all visitors, contractors and members of the public in a fair and equitable manner;
- Perform work professionally, accurately, thoroughly and in a timely manner;
- Present a professional image in appearance, actions and words; and
- Participate in decision making through positive, innovative and constructive means.

Duties are to be performed in a manner that is consistent with the law, policy directions, values, principles and working procedures of the ministry and the Ontario Public Service.

As employees we will:

- a. Comply with these practices in order to achieve, contribute to and maintain a safe and healthy work environment.
- b. Respond to requests from clients, colleagues, stakeholders and the public for information or advice, where required in a timely manner.
- c. Not endanger the well being of oneself and/or others.
- d. Ensure only appropriate and acceptable levels of physical contact with clients or staff, including applications of use of force.
- e. Report to and leave the workplace according to scheduled hours.
- f. Inform the designated manager/supervisor as soon as practicable when unable to report for work or complete a shift.
- g. Obtain approvals from the required authority before scheduling absences, exchanging shifts or changing hours of work.
- h. Attend work, court and/or tribunal in issued uniform or appropriate attire.

3. Fulfil our responsibility to colleagues and clients by fostering and maintaining working relationships based on mutual respect, dignity and cooperation. (see Standard 3)

Respectful, positive and collaborative behaviours honour the individuality and dignity of persons and contribute to the quality of work life and service delivery. Balancing conflicting interests and exercising impartiality, objectivity, equity and equality in interpersonal relationships, and being aware of our province's rich diversity, promotes a fair and inclusive working environment.

As employees we will:

- a. Act in a respectful and inclusive manner towards every person (which includes employees, clients, contractors and the public) with fairness, respect, equity, courtesy and understanding, regardless of race, ancestry, colour, ethnic origin, place of origin, citizenship, creed, sex (includes pregnancy), sexual orientation, gender identity or expression, age, record of offences, marital status, family status or disability.

- b. Be respectful of racial, ancestral, ethnic and religious backgrounds and about issues diverse groups face that may impact the workplace and/or delivery of service in our daily duties.
- c. Ensure familiarity with and adherence to the Ontario [Human Rights Code](#) as it applies to employment and service delivery.
- d. Ensure familiarity with all applicable policies, procedures and directives including: [Workplace Violence Prevention Policy \(WVPP\)](#), [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#), [Statement of Ethical Principles](#), [Travel, Meal and Hospitality Expenses Directive](#), various government and ministry policies on use of [I&IT Resources](#), [Conflict of Interest Guidelines](#), [Conflict of Interest](#), and other key employment directives.
- e. Ensure interactions with clients, their associates and families, and stakeholders remain professional, free from impropriety and respect and uphold their human and legal rights.
- f. Cooperate in [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) and Ontario [Human Rights Code](#) fact finding or investigation and resolution processes.
- g. Not condone inappropriate conduct and/or behaviour from others that breach any applicable policies/procedures.
- h. Use language and terms that are inclusive, courteous and respectful, and not promote negative and hurtful stereotypes.
- i. Not participate in or condone any form of harassment, discrimination, reprisal or bullying (e.g. derogatory name calling, using insulting terms, comments or behaviour, generating or displaying hate propaganda, vandalism, membership and/or affiliation with any organization promoting hate or hate activity, gossiping or rumour mongering).
- j. Respond to and refer employees and clients to appropriate resources when they ask questions, are faced with uncertainty, or are in emotional or physical distress.

4. Contribute to and maintain a workplace that is fair, inclusive and free from all forms of discrimination and harassment. (see Standard 4)

The ministry and its employees have legal obligations under the Ontario [Human Rights Code](#) and the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#). The ministry values and promotes human rights, inclusion, accessibility and diversity. Correctional Services embraces these values and is committed to fostering and sustaining workplaces and service delivery that are professional, respectful and honour the human rights principles.

Employees are therefore entitled to a positive and respectful workplace that:

- Is professional, inclusive, equitable, barrier free, accessible and free from harassment, discrimination and prejudice;
- Welcomes, respects and values individuals from diverse backgrounds.

As employees we will:

- a. Not participate in or condone any form of harassment, discrimination, reprisal or bullying such as derogatory name calling, using insulting terms, comments or behaviour, generating or displaying hate propaganda, vandalism, membership and affiliation with any organization promoting hate or hate activity.
- b. Recognize, welcome and show respect for the traditions, beliefs and diverse backgrounds of all individuals and groups, provided they are consistent with the law.

- c. Acknowledge and appreciate human rights and hold one another accountable for behaviours that breach human rights.
- d. Where directed, engage in workplace restoration initiatives.
- e. Assess inmate behaviour on an individualized basis that appropriately considers and accounts for Ontario [Human Rights Code](#) related needs and circumstances.
- f. Participate, facilitate and cooperate in efforts to remove barriers, including the accommodation of staff and client related needs in a timely manner.

5. Promote the principles and support the practices of achieving a healthy and safe workplace and work environment. (see Standard 5)

The establishment, promotion and maintenance of a healthy and safe workplace are a legislated requirement. Every employee shares in the responsibility to ensure and maintain a safe and healthy work environment for co-workers, clients, visitors and contractors, and is expected to contribute towards improving the health and safety of the workplace.

As employees we will:

- a. Work in compliance with the provisions of the [Occupational Health and Safety Act](#) and regulations.
- b. Adhere to established safety practices and responsibilities relating to the Occupational Health and Safety Policy, the OPS Employment Accommodation and Return to Work Operating Policy, and the [Workplace Violence Prevention Policy \(WVPP\)](#).
- c. Report to the manager/supervisor any concerns relating to health and safety practices.
- d. Take immediate action to maintain safety and immediately report contravention of workplace health and safety rules.
- e. Be up-to-date on all emergency policies, procedures and plans that are applicable to the workplace, including evacuation and business continuity plans.
- f. Perform duties in a manner that will protect the safety of self and others, and report any uncertainty related to health and personal fitness that will impact our duties.
- g. Report to the next level manager/supervisor not involved in an incident, all incidents that may be violations of policy/legislation, unprofessional conduct or illegal acts either witnessed or that you have knowledge of.
- h. Cooperate and participate fully and honestly with any audits or investigations into alleged unprofessional, discriminatory or illegal acts.
- i. Not act against, intimidate or threaten individuals who file a complaint or participate in the resolution of a complaint.
- j. Support, whenever possible, any persons who report inappropriate behaviour.
- k. Refrain from discussing complaints or the outcome of a complaint with others except when required by collective agreement provisions or by law, unless there is a valid employment related need or where legally bound to release/divulge this information.
- l. Refrain from the use of any substance, drugs or alcohol, which could impair the ability to undertake our professional duties, as well as might compromise the personal health and safety of colleagues both in and out of the workplace.

- m. Immediately report any conduct or behaviour resulting in the destruction of government property, including security and emergency response equipment.
- n. Meet ministry standards by supporting risk management practices through training and other learning opportunities.
- o. Obtain medical assistance as soon as possible to aid an individual who is ill or injured, and provide emergency first aid, if trained.
- p. Participate fully in all mandatory ministry training.

6. Maintain the privacy and confidentiality of information acquired through our employment, consistent with relevant legislation and protocols. (see Standard 6)

In fulfilling the ministry's mandate, employees may have access to confidential information about other staff, clients, persons and agencies associated with the ministry as well as ministry programs and operations. It is essential that the information be collected, used, maintained and disclosed in a manner consistent with the principles, purposes, and oaths of confidentiality and requirements of the legislation, information policies and practices of the ministry, the Government of Ontario and other professional bodies. This provision is expected to continue when public service employment ends.

As employees we will:

- a. Respect the privacy and dignity of employees and clients.
- b. Adhere to ministry communications protocols.
- c. Be fully aware of, and in compliance with the privacy, security and confidentiality legislation, protocols and safeguards relevant to our role and report any potential breaches of these standards to the appropriate manager/supervisor.
- d. Engage in information sharing practices with employees and clients in a timely manner and only when legally authorized or permitted under policies.
- e. Maintain the confidentiality of information acquired through employment.
- f. Raise with our manager/supervisor any questions regarding the proper disclosure of information.
- g. Disclose confidential or personal information only to persons who are legally authorized to collect/receive such information.
- h. Respect and maintain confidentiality under the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) or the sharing of confidential information that would disclose a person's Ontario [Human Rights Code](#) identity (e.g., their religion, ancestry, sexual orientation or gender identity, etc.), except when required by collective agreement provisions or by law unless there is a valid employment related need or where legally bound to release/divulge this information.
- i. In the case of managers/supervisors, act immediately on reports of potential breaches of confidentiality.

7. Use government resources to support the ministry's business vision of providing a modern, more accessible and more effective justice system. (see Standard 7)

Government resources are solely for the purpose of government business by employees and will not be used for personal benefit or gain.

As employees we will:

- a. Not engage in activities that misuse government resources such as personal or inappropriate use of computers and other [Information and Information Technology \(I&IT\) resources](#).
- b. Ensure appropriate use of government funds.
- c. Not engage in the unauthorized distribution of computer software or copyright materials.
- d. Access the internet, intranet and extranets, including electronic communications devices, for government business and/or for approved training purposes only..
- e. Comply with the [Travel, Meal and Hospitality Expenses Directive](#), government and ministry policies on use of Information and Information Technology (I&IT) resources [Information and Information Technology \(I&IT\) resources](#) and OPS [Conflict of Interest Guidelines](#) and legislation.
- f. Avoid and prevent unjustified waste, loss or damage to ministry property and materials.

8. Ensure that any business or private ventures are neither in conflict nor appear to be in conflict with our duties as employees and overall responsibilities as public servants. (see Standard 8)

Employees must conduct themselves in compliance with [OPS values](#) and in a manner that in no way jeopardizes operational security and/or safety. The OPS recognizes the right of public service employees to be involved in activities as citizens of the community; however, all employees must separate their role as private citizens from their responsibilities as public servants and thereby avoid conflict of interest situations.

As employees we will:

- a. Avoid potential and actual or perceived conflict of interest with clients, their families and associates.
- b. Not use, or appear to use our position or ministry identification for personal gain or advantage (e.g., financial benefits, gifts or favours from persons conducting business with the ministry or Government of Ontario).
- c. Refrain from providing legal advice to a client or their family or associate.
- d. Refrain from discussing personal matters, the personal matters of our co-workers or others with clients, their associates or their families.
- e. Not pay for or provide goods to a client in exchange for personal favours or benefit.
- f. Ensure that no pictures, portraits or personal information of any employee or client are provided to a client.
- g. While off-duty, not associate or deal with people who are known to be involved in illegal activities including those who engage in hate or hate activities.
- h. Follow ministry conflict of interest reporting requirements.
- i. Not engage in private employment or represent any personal organization that would appear to be adverse to the ministry or represents a conflict of interest.

- j. Be free of influences, real or perceived, from third parties who are seeking to benefit or who could adversely affect the ministry.
- k. Immediately disclose any real or perceived conflicts of interest to a manager/supervisor or delegate.

Employees shall arrange their personal matters in a way that prevents a real or perceived conflict or the perception of a conflict of interest. Employees have an additional obligation to familiarize themselves with OPS Conflict Of Interest (COI) rules as set out in [Ontario Reg 381\07](#) of the [Public Service of Ontario Act, 2006](#), and relevant ministry policies. Should an employee require assistance in determining whether to file a COI Declaration in any given situation, they should discuss the matter with their manager/supervisor or director.

9. Respect all professionals within the criminal justice system and work to improve cooperation with each other. (see Standard 9)

As active participants in the system who share a mutual concern for public safety, the administration of justice and effective services to clients, it is vital to cooperate with individuals in all other segments of the justice system. A collaborative team approach within the ministry, between ministries, and with external agencies, contributes to service excellence and job satisfaction.

As employees we will:

- a. Work to foster positive and cooperative relationships with partners in the public, private, non-profit and voluntary sectors.
- b. Ensure respectful interaction with law enforcement partners and stakeholders.
- c. Attend legal proceedings as required.

Section II: The Code of Conduct and Professionalism (Off-Duty)

Employees should be aware that inappropriate off-duty behaviour can have consequences in the workplace. They may be disciplined for acts committed while off-duty, including improper use of social media networking and online postings, if the act:

- Prejudices the employer's ability to continue business
- Negatively impacts the employer's reputation
- Renders the staff member unable to discharge her/his employment obligations
- Leads to the refusal, reluctance or inability of other employees to work with you
- Involves unreported staff/inmate or client interactions outside work
- Creates a poisoned work environment

Employees will advise senior management in a timely manner when they are arrested, charged with or found guilty of a criminal and other offences that renders the employee unable to perform her/his duties with integrity, regardless of whether or not the offence occurred while she/he was off-duty.

Complaints raised by a staff member regarding another staff member's conduct or behaviour should be reported to the next level manager/supervisor not involved in the matter. In criminal matters, the police will be contacted as per local workplace processes and procedures.

Section III: Defined Infractions

The following is a list of the types of defined infractions that can occur:

- 1. Irresponsible Discharge of Duties**
- 2. Conduct and Appearance**
- 3. Relationships with Other Employees**
- 4. Relationships with Clients**
- 5. Conflict of Interest**
- 6. Protection and Sharing of Information**
- 7. Improper Use of the Employer's Information Technology and Ministry Property**

A more detailed list of defined infractions is available in Appendix C. These examples and further listings however are not exhaustive lists.

If an employee has committed an infraction, this can result in corrective or disciplinary action up to and including dismissal. Each situation is unique and therefore the outcome will depend on a number of specific factors. Persons accused of unprofessional conduct will be advised of the complaint and the nature of the investigation. They will also be advised of the action to be taken during the investigation (e.g., suspension with pay pending investigation, re-assignment, etc.). Any disciplinary action meted out by the employer will be exercised reasonably and with consideration of all relevant circumstances.

Confidentiality will be maintained and the identities of people involved in disclosures of wrongdoing, including witnesses and those alleged to be responsible for wrongdoing, will be protected except where disclosure is required.

Section IV: Complaints and Corrective or Disciplinary Action

Everyone is expected to act in a manner consistent with the law. Accordingly, those who find themselves charged with offences will have their employment status considered within the framework of the principles set out in the COCAP policy. This applies to both on-duty and off-duty conduct for:

- All offences under the [Criminal Code](#)
- Indictable offences under any other federal statute
- Ontario [Human Rights Code](#) violations
- Summary conviction offences requiring an appearance before any Court

Improper conduct that fails to meet the high burden of proof in a criminal court may still result in internal corrective or disciplinary action.

It is essential to understand the legislation as well as policies because legislation has the force of law, and therefore takes precedence if there is any conflict. They must be readily available to all staff and it is everyone's responsibility to know them and keep current with changes. The requirement to comply with these standards of conduct is a condition of employment. Employees who fail to comply with these standards may be subject to corrective action or disciplinary action up to and including dismissal.

Complaints raised by a staff member regarding another staff member's conduct or behaviour should be reported to the next level manager/supervisor not involved in the matter. In criminal matters, the police will be contacted as per local workplace processes and procedures.

Any employee who threatens and/or retaliates against another staff member who reports and/or attempts to report what they perceive as unacceptable conduct or criminal behaviour, including hate or hate activity, will be subject to disciplinary action by the employer. Superintendents, managers/supervisors and employees are responsible for protecting the confidentiality of all parties including witnesses to a complaint except as required by law. Appropriate support will be provided by the employer to the employee who reports or attempts to report unacceptable conduct or criminal behaviour.

All concerns and complaints should be reported to management in a timely manner with as much information as possible in order to enable management to effectively respond. The management lead will review the concern or complaint, address the issue and respond reasonably and timely. Follow-up with the complainant may be required to clarify the subject matter of concern. All parties will cooperate throughout the process with a view toward timely and effective resolution of the complaint.

Managers/supervisors who witness or become aware of a potential breach of the COCAP policy must:

- Acknowledge a COCAP policy related complaint in writing no later than seven (7) business days after the complaint is received.
- Take appropriate action to address the potential breach. This could include consulting with or referring the complaint to the appropriate area within 30 business days after the date the complaint was received.
- Act as quickly as possible to resolve the potential breach. Timelines may vary and other processes may take precedence depending on the type of issue and other applicable timelines, e.g., grievance procedure, WDHP, WVPP.

Managers/supervisors involved in or those who may become involved in the matter will remove themselves from the process and forward the issue to the next level manager/supervisor.

Employees alleged to have participated in unprofessional conduct or who are the subject of an investigation will be advised at an appropriate stage.

Employees will cooperate fully in the investigation process.

Confidentiality will be maintained and the identities of people involved in disclosure of wrongdoing, including witnesses and those alleged to be responsible for wrongdoing, will be protected except where legally required to be disclosed.

Collusion or corruption may potentially impact the investigations process or outcome of a complaint. It is the responsibility of all staff to notify their respective manager/supervisor of a complaint and remove themselves from conflict of interest situations during the course of an investigation.

Employees: have a responsibility to self-monitor their conduct in relation to applicable legislation, corporate directives, policies, procedures and guidelines, including those addressed in this document.

They also have a responsibility to participate in training initiatives, performance planning and development measures, as well as corrective action as directed by management.

Managers/Supervisors: have an additional responsibility to model appropriate behaviour, promote and monitor employees' compliance with applicable legislation, corporate directives, policies, procedures and guidelines, including those addressed in this document.

This includes special obligations regarding standards of professional conduct and performance management, including corrective measures taken to prevent inappropriate conduct and enhance future compliant behaviour.

Managers and supervisors are expected to set an example through their own behaviour and they are required to take prompt and effective steps to address incidents of unprofessional conduct. They cannot ignore an issue or wait until someone complains. They are accountable if they see or know, or ought to have known of an incident of unprofessional conduct, and fail to act accordingly.

Disciplinary Action: an employee found to have violated the COCAP policy, the Public Service of Ontario Act, other applicable legislation, corporate directives, policies and procedures, may be subject to corrective or disciplinary action up to and including dismissal, and where warranted, legal proceedings.

Arising from the COCAP policy are a number of specific rules that employees of the OPS and/or Correctional Services are expected to observe and work together to achieve a common cause. An infraction of those rules, depending on its severity, may result in the following actions being taken by the ministry:

- Letter of or Verbal Counsel (non-disciplinary)
- Letter of Reprimand
- Disciplinary Suspension (ranging from 1 to 20 days)
- Discharge or Termination of Employment

Employee’s Commitment to the Ontario Correctional Services Code of Conduct and Professionalism

All staff must be provided with a copy of the COCAP policy, and are required to sign the Employee’s Commitment to the Code of Conduct and Professionalism. The COCAP policy supports other existing policies. Employees are obliged to comply and will be held accountable for non-compliance.

Employee: My Commitment to the Ontario Correctional Services Code of Conduct and Professionalism (COCAP).

I will uphold the ministry’s core values in my service to the Ministry of Community Safety and Correctional Services. Demonstration of these values is critical to our success and contributes to a healthy workplace, therefore I will: demonstrate commitment to our goals; act with professionalism, honesty and integrity at all times; treat everyone I encounter on-duty with dignity and respect; be committed in my pursuit of excellence; not engage in off-duty conduct that prejudices the employer’s ability to continue business and maintain a positive reputation; exhibit leadership and professionalism in all of my duties; promote and comply with the principles under the Ontario [Human Rights Code](#); the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) and the [Statement of Ethical Principles](#), and be responsible and accountable.

By signing this document I am confirming that:

- I have received a copy of the COCAP policy and that I am aware of my obligations as outlined in the COCAP policy, including the appendices, and I recognize that it is my duty to follow this Commitment.
- I understand the potential consequences of not adhering to the COCAP policy.
- I understand the potential consequences of adhering to or participating in the [Code of Silence](#).
- I will uphold the principles of the COCAP policy and respond appropriately to all matters brought to my attention in recognition of positive conduct and behaviour, as well as any potential breaches of the COCAP policy, employee and/or client related policies.
- If I am a manager/supervisor, I understand I have enhanced obligations and accountabilities in the performance of my duties.

I will ensure that I fulfill my duties courteously and appropriately and model behaviour in compliance with the COCAP policy.

Employee Signature

Please Print Name

Employee WIN #

Authorized Witness Signature

Please Print Name

Date

APPENDIX A

OPS Organizational Values and Elements of Professionalism

OPS Organizational Values

Trust
Diversity
Creativity
Efficiency
Fairness
Excellence
Collaboration
Responsiveness

Elements of Professionalism

Honesty
Integrity
Objectivity
Timeliness
Dignity
Respect
Confidentiality
Knowledge
Professional Development and Training

[OPS Mission Statement and Organizational Values \(Section 3.1\)](#)

APPENDIX B

DEFINITIONS

Employee: All Correctional Services personnel appointed by the Public Service Commission, including management and bargaining unit employees, students, volunteers and service providers who assist in the delivery of services, and those on any form of leave from the workplace.

The COCAP policy applies to all employees.

Employer: Ontario Public Service, Ministry of Community Safety and Correctional Services.

Manager/Supervisor: An individual to whom human resource management powers, duties or functions have been delegated, including hiring and terminating.

Client: Any individual previously or currently under the care, custody and control of the Ministry of Community Safety and Correctional Services. A client includes an inmate or anyone serving a sentence in the community.

Stakeholder/Service Provider: Any business, organization or partner with whom the Ministry of Community Safety and Correctional Services relies upon.

Workplace: All on and off-site locations where work related activities and interactions occur. This is extended to include social media networking and online postings (e.g., Facebook, Twitter, blogs, etc.).

Complaints: Any concern brought forward to the ministry or any of its employees by any staff member, inmate/client, stakeholder/service provider, or member of the public regarding inappropriate conduct and unprofessional actions by ministry employees and service providers.

Ontario Human Rights Code: A law in the province of Ontario that gives everyone equal rights and opportunities without discrimination in specific areas such as employment, housing, services, facilities, and contracts or agreements. This provincial law prohibits discrimination and harassment in these areas because of race, colour, sex, disability, creed and other grounds.

WDHP Policy: A framework for the prevention of workplace discrimination and harassment to effectively respond to issues of discrimination and harassment. It provides direction to ministries and commission public bodies on how to comply with human rights and health and safety legal requirements regarding discrimination and harassment at the workplace. It is based on and upholds the Ontario [Human Rights Code](#), and is a requirement under the [Occupational Health and Safety Act](#).

Hate or Hate Activity: Engaging in Hate Activity is a WDHP Policy violation. Hate Activity is defined in the WDHP Policy (effective October 1, 2013) as: comments or actions against a person or group motivated by bias, prejudice, or hate based on race, ancestry, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, marital status, family status, sexual orientation, gender identity, gender expression, or any other similar factor. Includes, but is not limited to, hate crime, hate propaganda, advocating genocide, telephone/electronic communications promoting hate, and the display of hate through any notice, sign, symbol or emblem.

Under the Criminal Code (R.S.C., 1985, c. C-46), Sections 318 and 319 deals with related matters including hate propaganda, prohibitions against advocating or promotion of genocide and prohibitions against incitement of hatred.

Code of Silence: Actions perpetrated by an individual or group of individuals who fail to accurately report work related on or off-duty behaviour for which an OPS employee may be disciplined by the employer.

Code of Silence infractions include behaviour that results in or attempts to counsel, conceal, conspire or misrepresent on-duty or off-duty acts for which an OPS employee may be disciplined by the employer. Code of Silence infractions also include behaviour that threatens or results in reprisal against any individuals, or those associated with individuals, who:

- 1) Report on-duty or off-duty violations;
- 2) Attempt to report on-duty or off-duty violations;
- 3) Are aware of individuals who reported or have attempted to report on-duty or off-duty violations.

All Code of Silence behaviours are unacceptable and are a serious concern to the ministry. Code of Silence offences will be promptly investigated and dealt with appropriately. Individuals or groups of individuals who engage in this conduct will be held accountable for their actions and may be subject to appropriate discipline up to and including dismissal.

Note: Threatening or retaliating against an employee(s) and/or client(s) for allegations of harassment or discrimination is also a violation of the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) and/or the Ontario [Human Rights Code](#), and may also be construed as a criminal matter.

APPENDIX C

Section III: Defined Infractions

The requirement to comply with these standards of conduct is a condition of employment. To assist in providing clarity regarding employee's obligations, a nonexhaustive list of defined infractions is available in this Appendix C. Employees who fail to comply with these standards or who commit one of the defined infractions may be subject to corrective action or disciplinary action up to and including dismissal.

1. Irresponsible Discharge of Duties

Employees have committed an infraction if they:

- a. Wilfully or through negligence, adhere to or participate in a Code of Silence offence.
- b. Refuse or fail to comply with policies, statutes, procedures and regulatory/safety requirements of which the employee received appropriate training or orientation, or should be reasonably aware.
- c. Participate in an illegal strike or concerted action, which results in absence from duty or failure to perform their duties.
- d. Coerce, incite or attempt by any means to obtain the participation of another employee(s) in an illegal strike or concerted action.
- e. Disregard established safety policies and practices.
- f. Fail to promptly report work incidents and accidents to the appropriate manager/supervisor.
- g. Fail to report to the manager/supervisor evidence of mistreatment of an inmate/client by another employee.
- h. Withhold or suppress a complaint by an employee, inmate/client or member of the public, including a complaint against another staff member.
- i. Withhold important information received from an employee, inmate/client or member of the public regarding employee misconduct.
- j. Improperly use social media networking and online postings.
- k. Wilfully or through negligence, produce substandard or incompetent work.
- l. Fraudulently record or deliberately fail to accurately and fully record personal attendance, or the attendance of another employee.
- m. Are late for duty, absent from duty or leave the assigned place of duty without authorization.
- n. Fraudulently seek to obtain documentation required for approval of leave of absence from duty.
- o. Fail to conform to legislation, standing orders or directives as they relate to roles and responsibilities.
- p. Fail to promptly and/or diligently take action or otherwise neglects and/or omits, his or her duty as a ministry employee.
- q. Fail to promptly obey the lawful orders or commands of any other employee who is in charge or has a supervisory/managerial authority.
- r. Refuse to testify before or submit evidence to, or obstruct, inhibit or otherwise hamper any fact finding, investigation and/or audit.
- s. Wilfully or through negligence, make or sign a false statement in relation to the performance of duty.
- t. Fail to maintain due diligence in recording expense claims in accordance with established policies and procedures, including revenues, expenses, assets and liabilities.

- u. As a supervisor, or as one in authority, condone or fail to take action when an employee has committed an infraction under the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#), the Ontario [Human Rights Code](#) or a breach of any other policy, procedure or directive.
- v. As a supervisor, or as one in authority, accepts incident/occurrence reports that do not meet ministry standards.
- w. Fail to report to a supervisor/manager any contraband found in the possession of another employee, inmate/client or member of the public.
- x. Are under the influence of alcohol or illicit substances, or engaged in the improper use of prescribed medicines while on duty, ministry property, or operating a ministry owned vehicle.
- y. Are in possession of an unauthorized weapon.
- z. Damage ministry property.
- aa. Take personal photographs, videos or electronic images of the workplace, security devices, inmates/clients or staff members without the permission of the manager/supervisor or designate or the individual(s) to be photographed.
- bb. Perform duties in a careless or negligent fashion to cause unnecessary risk, bodily harm or death to any other employee, inmate/client or member of the public, either directly or indirectly.
- cc. Use force that is not reasonable or is excessive to the nature of the threat posed by the individual or circumstance.
- dd. Through negligence, permit an inmate to escape or neglect to take appropriate action when an inmate:
 - a. Escapes
 - b. Assaults an employee, or another inmate, or member of the public
 - c. Engages in any action likely to endanger life or property

2. Conduct and Appearance

Employees have committed an infraction if they:

- a. Wear attire not within the applicable policies.
- b. Are not, when required, wearing ministry issued identification or do not have it visible to staff, clients, visitors and the general public in accordance with policies.
- c. Abuse, discriminate, harass or act in an unprofessional and discourteous manner, including hate or hate activity, by word or action, while on-duty.
- d. Unless authorized, use government I&IT resources, devices, social media networking and online postings while on-duty.
- e. Act in a manner likely to discredit the ministry while on or off-duty.
- f. Commit an offence under any statute of Canada or of any province or territory, which may bring discredit to the ministry or affect their continued performance with the ministry.
- g. Fail to advise a supervisor, before resuming duties, of criminal charges or other offences that may result in the employee being unable to perform her/his duties with integrity. This applies to on-duty and off-duty charges and offences.
- h. Impede efforts to accommodate an employee for an Ontario [Human Rights Code](#) related purpose
- i. Fail to adequately and promptly respond to client requests including Ontario [Human Rights Code](#) related accommodations.
- j. Withhold or fail to provide clients with information about procedural and basic rights on a timely basis (e.g., access to [Inmate Infraction Guide](#), access to 'Request' form or complaint forms, access to other resources, addresses and telephone numbers).

- k. Disclose confidential information about a client or staff member, including personal information collected as part of the accommodation process, to those who are unauthorized to receive such information.
- l. Fail to account for, improperly withhold, misappropriate or misapply any public money or property, or any money and/or property of any other person(s) coming in his or her possession.
- m. Are under the influence of alcohol or illicit substances, or engage in the improper use of prescribed medicines while on duty, on ministry property, or while operating a ministry owned vehicle.
- n. Are in possession of an unauthorized weapon.
- o. Sleep while on-duty.
- p. Leave or abandon their post or work without authorization.

3. Relationships with Other Employees

Employees have committed an infraction if they:

- a. Wilfully or through negligence, adhere to or participate in a Code of Silence offence.
- b. Interfere negatively with the work of others.
- c. Are abusive or insolent to other employees.
- d. Discriminate against or harass another staff member, or threaten or undertake reprisal in relation to a complaint contrary to the Ontario [Human Rights Code](#) and/or [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#).
- e. Have a physical or verbal altercation with another employee.
- f. Post ministry information or material on the internet or web based social media site (e.g. Facebook, Twitter, blogs, etc.) without the consent of the ministry. This includes any information or comments concerning ministry employees, clients, volunteers or visitors. This prohibition extends to off-duty activities such as staff posting images of themselves or other individuals posing in staff uniforms or with security equipment (including badges) on or off ministry property (See [OPS Social Media Guidelines](#)).

4. Relationships with Clients

Employees have committed an infraction if they:

- a. Mistreat, humiliate, bully, discriminate against, harass, or are abusive (by word or action) to a client or the client's friends, relatives or representatives.
- b. Fail to report situations of mistreatment of clients, their friends, relatives or representatives, by employees or inmates.
- c. Fail to report actual, perceived or potential conflict of interest acts against clients, friends, relatives or representatives.
- d. Improperly use their authority or relationship with a client for personal gain or advantage.
- e. Harass or discriminate against clients, their friends, relatives or representatives, contrary to the Ontario [Human Rights Code](#).
- f. Enter into a personal or business relationship with a client, their friends, relatives or representatives that has not been approved by the appropriate authority.
- g. Give or receive fees, gifts, gratuities, benefits or favours, or engages in personal business transactions with a client, their friends, relatives or representatives without filing a Conflict of Interest (COI) Declaration and receiving prior approval by the appropriate authority.

- h. Hire a client to provide work or services without first obtaining the written permission of an appropriate authority.
- i. Give to or receive from a client, their friends, relatives or representatives any contraband, either directly or indirectly.

5. Conflict of Interest

Employees have committed an infraction if they:

- a. Fail to disclose a conflict of interest as contained in the [Public Service of Ontario Act, 2006](#), Reg. 381\07 and the OPS [Conflict of Interest Guidelines](#) and ministry related policies, or fail to follow the decision of the ministry with respect to a declaration of conflict of interest.
- b. Do not notify their respective manager/supervisor of a potential conflict and fail to remove themselves from the situation during the course of an internal/external designated review, investigation, fact finding and/or audits.
- c. Participate in outside activities that impose or are likely to impose demands that are incompatible with or are likely to interfere with the person's primary public service duties.
- d. Improperly use their title or authority for personal gain or advantage.
- e. Improperly use the services of another employee or anything produced by inmate labour for activities that have not been officially approved.

6. Protection and Sharing of Information

Employees have committed an infraction if they:

- a. Fail to properly safeguard all documents, reports, directives, manuals or other information of the ministry acquired in the course of duties.
- b. Fail to properly safeguard personal and personnel information concerning employees and inmates/clients of the ministry.
- c. Post any ministry information or material on the internet or any web based social media site (e.g., Facebook, Twitter, blogs, etc.) without the consent of the ministry. This includes any information or comments concerning ministry employees, inmates/clients, volunteers or visitors. This prohibition extends to off-duty activities such as staff posting images of themselves or other individuals posing in staff uniforms or with security equipment (including badges) on or off ministry property.
- d. Use Ontario or Correctional Services logo/word mark, visual identity, ministry identifiers, website URLs or any symbols or branding that imply they are representing the government when using social media or personal electronic computers/email/devices.
- e. Fail to observe the provisions of the [OPS Social Media Guidelines](#) and other applicable ministry policies.
- f. Disclose confidential, personal or privileged government information to any person or organization not legally authorized to receive or collect such information.
- g. Benefit directly or indirectly in return for revealing confidential or personal information.
- h. Inappropriately use personal or confidential work related information in a non-work related undertaking.
- i. Fail to observe the provisions of the [Freedom of Information and Protection of Privacy Act](#).
- j. Fail to disclose, where appropriate, any information where there is an obligation to share in accordance with the OPS [Conflict of Interest](#) and ministry related policies.
- k. Fail to notify the employer of potential breaches contrary to related policies.

- I. Breach the [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) requirements concerning confidentiality and privacy.

7. Improper Use of the Employer's Information Technology and Ministry Property

Employees have committed an infraction if they:

- a. Fail to safeguard the ministry's property to prevent fraud, theft, abuse or unacceptable use of such property.
- b. Fail to report the loss or unaccounted for ministry property.
- c. Engage in the direct or indirect use of ministry/government property for non-government purposes without management pre-authorization.
- d. Are employed in a position that requires a valid driver's licence and do not immediately advise the ministry of a suspension or revocation of the licence.
- e. Operate a ministry vehicle in an unlawful manner or for unauthorized reasons.
- f. Use ministry communications devices (e.g., radios and mobile telephones) for unauthorized calls.
- g. Use insolent, discriminatory or profane language during transmission over a government communications device.
- h. Maintain unauthorized electronic devices in secure areas of ministry facilities contrary to related policies.
- i. Engage in, perform or facilitate inappropriate activities such as accessing, downloading or transmitting obscene, pornographic, hateful, violent, discriminatory, harassing or threatening messages or images.
- j. Use the internet/intranet in a manner that contravenes OPS or ministry Information and Information Technology (I&IT) Directive/policies, or legislation such as the [Criminal Code](#), [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#) and the Ontario [Human Rights Code](#).
- k. Use the internet/intranet for financial or personal gain.
- l. Access the internet where not authorized or make attempts to bypass firewalls and security protocols to gain access to restricted internet sites.
- m. Access internet sites or participate in newsgroups, chat sessions, other social media networking or online postings for non-work related purposes.
- n. Download unauthorized software.
- o. Share passwords or personal accounts.
- p. Use an account owned by another user.

Appendix D: Resources

Statutes, Policies, Procedures and Directives

Correctional Services' Code of Conduct and Professionalism is partially based on a number of statutes, Ministry of Community Safety and Correctional Services policies, procedures, and directives. As a Correctional Services employee, you are expected to familiarize yourself with the parts of these documents that apply to your roles and responsibilities.

Glossary:

CS	Correctional Services
CSD	Corporate Services Division
ISPP	Institutional Services Policy and Procedures Manual
JTS	Justice Technology Services
MBC	Management Board of Cabinet
MGS	Ministry of Government Services
OPB	Ontario Parole Board
OPS	Ontario Public Service
PPCS	Probation, Parole and Conditional Sentence Policy and Procedures Manual

Standard 1

Federal Legislation

[Criminal Code](#)

Section 120, ref. "[Bribery of Officers](#)"

Section 121, ref. "[Frauds on the Government](#)"

Section 122, ref. "[Breach of Trust by Public Officer](#)"

[Canadian Charter of Rights and Freedoms](#)

[Corrections and Conditional Release Act \(CCRA\), Part II](#)

Ontario Provincial Legislation

[Ministry of Correctional Services Act](#)

Section 5, ref. "[Functions of Ministry](#)"

Section 12, ref. "[Protection from personal liability](#)"

Section 22, ref. "[Inspections, Investigations](#)"

Section 30(1), ref. "[Employees not to be interested in contracts](#)"

Section 30(2), ref. "[Employees not to trade, etc., with persons in custody](#)"

[Regulation 778](#) under the Ministry of Correctional Services Act (generally)

[Public Service of Ontario Act](#), Section 6, ref. "[Oath of Affirmation of Office](#)"

Ontario [Human Rights Code](#)

MCSCS Manuals and Government Directives

[Conduct in the Workplace](#) (OPB)

OPS [Common Service Standards](#)

Human Resources Policies/Directives: "[Personnel Screening Checks Policy](#)"

[MGS/Human Resources site](#)

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

OPS [Guide to Public Service Ethics and Conduct](#)

[JTS I&IT Policy](#)

[Corporate Policy on Information and Information Technology \(I&IT\)](#) (MGS)

[OPS Social Media Guidelines](#)

[Use of the internet/intranet](#)

[Institutional Services Policy and Procedures Manual](#) (generally)

[Probation, Parole and Conditional Sentence Policy and Procedures Manual](#) (generally)

[Probation and Parole Administrative Process](#) (generally)

[Employees Charged with or Convicted of Criminal Offences](#)

[Values, Vision and Mission](#) (PPCS Manual)

[Probation and Parole Officer's Obligations as an Employee](#) (PPCS Manual)

[Overview](#) (PPCS Manual)

[Service Directive](#)

[Workplace Safety and Security Manual for Probation and Parole Services](#)

Standard 2

Federal Legislation

[Canadian Charter of Rights and Freedoms](#)

[Corrections and Conditional Release Act \(CCRA\), Part II](#)

Ontario Provincial Legislation

[Ministry of Correctional Services Act](#), Section 5, ref. "[Functions of Ministry](#)"

[Regulation 778](#) under the Ministry of Correctional Services Act (generally)

[Ontario Human Rights Code](#)

[Occupational Health and Safety Act](#) (generally)

MCSCS Manuals and Government Directives

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

OPS [Guide to Public Service Ethics and Conduct](#)

[Ontario Parole Board Policy and Procedures Manual](#) (generally)

JTS [I&IT Policy](#)

[Corporate Policy on Information and Information Technology \(I&IT\)](#) (MGS)

OPS [Management and Use of Information and Information Technology \(I&IT\) Directive](#)

[OPS Social Media Guidelines](#)

OPS [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)

[Institutional Services Policy and Procedures Manual](#) (generally)

[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)

[Regular Duty and Dress Uniform Standards](#) (ISPP Manual)

[Report Writing](#) (ISPP Manual)

[Use of Force](#) (ISPP Manual)

[Probation, Parole and Conditional Sentence Policy and Procedures Manual](#) (generally)

[Workplace Safety and Security Manual for Probation and Parole Services](#)

[Hours of Work Directive](#) (MGS)

[Hours of Work Guideline](#) (MGS)

[Guide to Managing Attendance for Employees and Managers HR](#) (MGS)

[Service Directive](#) (CS)

OPS [Service Directive](#)

OPS [Service Guide](#)

[Operating Procedure on the Use of I&IT Resources](#) (MGS)

[Common Standard Services](#) (MCSCS)

Standard 3

Federal Legislation

[Canadian Charter of Rights and Freedoms](#) Section 2, ref. "Fundamental Freedoms"

Ontario Provincial Legislation

[Ontario Human Rights Code](#), Part I, ref. "[Freedom from Discrimination](#)"

[Accessibility for Ontarians with Disabilities Act, 2005](#)

MCSCS Manuals and Government Directives

MBS Directives: [Staffing Management and Control](#)

[MGS/Human Resources site](#)

[MCSCS Inclusion Plan](#)

[Human Resource Management directive](#) HR Ontario Ministry of Government Services (Responsibilities)

[OPS Service Directive](#)

[Human Rights](#) (PPCS)

[Workplace Discrimination and Harassment Prevention](#) (PPCS)

[Ontario Human Rights Commission](#)

OPS [Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)

[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)

[Workplace Discrimination Harassment and Prevention Policy \(CS\)](#)

OPS [Guide to Public Service Ethics and Conduct](#)

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

OPS [Guide to Public Service Ethics and Conduct](#)

[Institutional Services Policy and Procedures Manual](#)

ref. "[Mandate](#)"

ref. "[Standing Orders, Post Orders and Superintendent Directives](#)"

ref. "[Institution Employees](#)"

ref. "[Use of the internet/intranet](#)"

[PPCS Manual](#)

[Probation and Parole Administrative Process Manual](#)

[Conflict of Interest](#) (PPCS Manual)

[Conflict of Interest](#) (CSD)

Standard 4

Federal Legislation

[Canadian Charter of Rights and Freedoms](#) Section 2, ref. "Fundamental Freedoms"; and Section 15, ref. "Equality Rights"

Ontario Provincial Legislation

[Ontario Human Rights Code](#), part I, ref. "[Freedom from Discrimination](#)"

[Regulation 778](#) under the Ministry of Correctional Services Act, generally

MCSCS Manuals and Government Directives

[MGS/Human Resources site](#)

[Aboriginal Issues](#)

[Interpretive Issues](#)

[French Language Services](#)

[Intake Risk Screening and Assignment](#)

[Human Rights](#) (PPCS)

[Workplace Discrimination and Harassment Prevention](#) (PPCS)

[Ontario Human Rights Commission](#)

[OPS Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)

[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)

[Workplace Discrimination Harassment and Prevention Policy \(CS\)](#)

[OPS Guide to Public Service Ethics and Conduct](#)

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

JTS [I&IT Policy](#)

[Corporate Policy on Information and Information Technology \(I&IT\)](#) (MGS)

[Management and Use of Information and Information Technology \(I&IT\) Directive](#)

OPS [Social Media Guidelines](#)

[MCSCS Inclusion Plan](#)

[Values, Vision and Mission](#) (PPCS Manual)

[Institutional Services Policy and Procedures Manual](#)

ref. "[Mandate](#)"

ref. "[Supervision of Inmates](#)"

ref. "[Special Management Inmates](#)"

Standard 5

Federal Legislation

[Criminal Code](#)

Section 120, ref. "[Bribery of Officers](#)"

Section 121, ref. "[Frauds on the Government](#)"

Section 122, ref. "[Breach of Trust by Public Officer](#)"

[Canadian Charter of Rights and Freedoms](#)

Ontario Provincial Legislation

[Ontario Human Rights Code](#), Part I, ref. "Freedom from Discrimination"

[Ministry of Correctional Services Act](#) and Section 30(2)
ref. "[Employees not to trade, etc., with persons in custody](#)"

[Regulation 778](#) under the Ministry of Correctional Services Act (generally)

[Public Service of Ontario Act, Regulation 381/07](#)

[Occupational Health and Safety Act](#) (generally)

MGS Fact Sheet, ref. "Occupational Health and Safety [Occupational Health and Safety Policy](#)

[Ontario Health and Safety Act, R.S.O. 1990, Chapter 0.1, s. 32.0.1](#)

[Conflict of Interest](#)

MCSCS Manuals and Government Directives

[OPS Employment Accommodation and Return to Work Operating Policy](#)

[Occupational Health and Safety](#) (PPCS)

[Workplace Safety and Security Manual for Probation and Parole Services](#)

[OPS Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)

[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)

[Workplace Discrimination Harassment and Prevention Policy \(CS\)](#)

[Human Rights](#) (PPCS)

[Workplace Discrimination and Harassment Prevention](#) (PPCS)

[Disclosure of Wrongdoing Directive](#) (MBC)

[Disclosure of Wrongdoing Public Service Commission Directive](#)

[Probation and Parole Officer's Obligations as an Employee](#)

[OPS Guide to Public Service Ethics and Conduct](#)

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

[MGS Centre for Employee Health, Safety and Wellness](#)

[Workplace Violence Prevention Policy \(WVPP\) \(MBC Directive\)](#)

[Workplace Violence Prevention Policy](#) (Abbreviated) MBC

[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)

[Workplace Violence Prevention Policy](#) (CS)

[Prevention of Workplace Violence](#) (ISPP Manual)

[Workplace Violence Prevention Policy](#) (MGS)

[Institutional Services Policy and Procedures Manual](#) (generally)
ref. "[Mandate](#)"
ref. "[Occupational Health and Safety \(ISPP Manual\)](#)"
ref. "[Standing Orders, Post Orders and Superintendent Directives](#)"
ref. "[Respiratory Protection Program](#)"
ref. "[Threats Against Correctional Services Employees](#)"

[Workplace Safety and Security Manual for Probation and Parole Services](#)
[Probation, Parole and Conditional Sentence Policy and Procedures Manual](#)
[Probation and Parole Administrative Process Manual](#) (generally)
[Probation and Parole Officer's Obligations as an Employee](#)
[Probation and Parole Service Delivery Framework](#)
[Best Practices for Managing Threats Against Community Services Staff by an Offender](#)
[Community Visit Risk Assessment](#)
[Static Security Provisions](#) and [Dynamic Security Procedures](#)

Standard 6

Federal Legislation

[Freedom of Information and Protection of Privacy Act](#)

[Personal Health Information Protection Act](#)

Ontario Provincial Legislation

[Ministry of Correctional Services Act](#), Section 10, ref. "[Confidentiality](#)"

[Public Service of Ontario Act](#), Section 6, ref. "[Oath of Affirmation of Office](#)"

[Occupational Health and Safety Act](#) (generally)

[Ontario Human Rights Code](#)

[WSIB Claims Management](#)

MCSCS Manuals and Government Directives

[OPS Workplace Discrimination and Harassment Prevention \(WDHP\) Policy](#)
[Workplace Discrimination and Harassment Prevention](#) (ISPP Manual)
[Workplace Discrimination Harassment and Prevention Policy \(CS\)](#)

[Media Relations](#) (ISPP Manual)

[Media Contacts](#) (PPCS Manual)

[OPS Guide to Public Service Ethics and Conduct Statement of Ethical Principles](#) (PPCS/ISPP Manual)

[Corporate Policy on Protection of Personal Information](#) (MGS)

[Institutional Services Policy and Procedures](#)

ref. "[Mandate](#)"

ref. "[Standing Orders, Post Orders and Superintendent Directives](#)"

ref. "[Institution Employees](#)"

ref. "[Special Management Inmates](#) "

[Probation and Parole Officer's Obligations as an Employee](#)

[Information Collection and Disclosure](#) (PPCS Manual)

[Sharing Information Outside Of the Ministry](#)

[Sharing Information with Third Parties \(including victims\)](#)

[Freedom of Information and Protection of Privacy Act](#) (PPCS Manual)

[Probation and Parole Administrative Process Policy and Procedures Manual](#), ref. "[Confidentiality](#)"

[Probation, Parole and Conditional Sentence Policy and Procedures Manual](#), ref. [Information Sharing](#)

Standard 7

Federal Legislation

[Criminal Code](#)

Section 120, ref. "[Bribery of Officers](#)"

Section 121, ref. "[Frauds on the Government](#)"

Section 122, ref. "[Breach of Trust by Public Officer](#)"

Section 128, ref. "[Peace Officer Misconduct or False Returns](#)"

Ontario Provincial Legislation

[Rules for Ministries](#), Section 57 Public Service of Ontario Act

[Duty To Notify](#) Section 65(3) Public Service of Ontario Act

Penalties Prohibitions and Offences, Sections [143](#), [144. \(1\)](#), [145.\(1\)](#) Public Service of Ontario Act

[Ontario Regulation 381\07](#) of the [Public Service of Ontario Act](#)

[Freedom of Information and Protection of Privacy Act](#)

MCSCS Manuals and Government Directives

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

OPS [Guide to Public Service Ethics and Conduct](#)

[Travel, Meal and Hospitality Expenses Directive](#)

[Conflict of Interest](#) (CSD)

[Conflict of Interest](#) (ISPP Manual)

[Conflict of Interest](#) (PPCS Manual)

[OPS Social Media Guidelines](#)

[Information and Information Technology \(I&IT\) resources](#) (JTS)

[Acceptable Use of I&IT Resources Policy](#) (MGS)

[Use of the internet/intranet](#) (PPCS Manual)

[Corporate Policy on Information and Information Technology \(I&IT\)](#) (MGS)

Standard 8

Federal Legislation

[Criminal Code](#)

Section 120, ref. "[Bribery of Officers](#)"

Section 121, ref. "[Frauds on the Government](#)"

Section 122, ref. "[Breach of Trust by Public Officer](#)"

Ontario Provincial Legislation

[Ministry of Correctional Services Act](#)

Section 5, ref. "[Functions of Ministry](#)"

Section 12, ref. "[Protection from personal liability](#)"

Section 30(1), ref. "[Employees not to be interested in contracts](#)"

Section 30(2), ref. "[Employees not to trade, etc., with persons in custody](#)"

[Rules for Ministries](#), Section 57 Public Service of Ontario Act

[Duty To Notify](#), Section 65 (3) Public Service Act of Ontario

OPS Penalties Prohibitions and Offences, Section [143.](#), [144.\(1\)](#), [145.\(1\)](#)

[Ontario. Regulation 381/07 - COI Rules for Public Servants and Former Public Servants \(Ministry\)](#)

[Conflict of Interest](#) (CSD)

OPS [Guide - Conflict of Interest Form for Public Servants](#)

MCSCS Manuals and Government Directives

[MGS/Human Resources site](#)

[Conflict of Interest](#) (ISPP Manual)

[Conflict of Interest](#) (PPCS Manual)

OPS [Guide to Public Service Ethics and Conduct](#)

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)

[Employees Charged with or Convicted of Criminal Offence](#) (ISPP Manual)
[Employees Charged with or Convicted of Criminal Offences](#) (PPCS Manual)
[Probation and Parole Officer's Obligations as an Employee](#) (PPCS Manual)
[Probation, Parole and Conditional Sentence Policy and Procedures Manual](#)
ref., "[Conflict of Interest](#)"

Standard 9

Federal Legislation

[Canadian Charter of Rights and Freedoms](#), ref. "Rights and Freedoms in Canada;" and "Fundamental Freedoms"

Ontario Provincial Legislation

[Ministry of Correctional Services Act](#)
Section 5, ref. "[Functions of Ministry](#)"

[Ontario Human Rights Code](#), part I, ref. "[Freedom from Discrimination](#)"

MCSCS Manuals and Government Directives

[Aboriginal Spirituality](#) (ISPP Manual)
[Aboriginal Issues](#) (PPCS Manual)

[Ontario Parole Board Policy and Procedures](#), "[Mission Statement](#)"; ref. "[Relationship to the Ministry](#)";

[Statement of Ethical Principles](#) (PPCS/ISPP Manual)
OPS [Guide to Public Service Ethics and Conduct](#)

[Institutional Services Policy and Procedures](#)
ref. "[Mandate](#)"

[Probation, Parole and Conditional Sentence Manual](#)
ref. "[PPO Designated Duties of CLO](#)"
ref. "[PPO Designated Duties of ILO](#)"
[Role of Probation and Parole Officers](#)
[Values, Vision and Mission](#) (PPCS Manual)
[Volunteer Program](#) (PPCS Manual)