



## WCA's Ethical Framework

WCA is committed to providing and maintaining an organization that ensures a Code of Ethics that is consistent with its mission, vision and values (refer to Trustee Manual S.3). WCA affirms that the conduct of all members of the WCA family is consistent with the above, and that residents/clients/members, staff, visitors, volunteers, program leaders, students, caregivers and service providers are all treated with dignity and respect.

A Code of Ethics is a positive statement, a value statement, a reflection or embodiment of core values providing direction on how we should behave, while ensuring we maintain the best interests of all. It is a guiding principle which helps all members of the WCA family reach decisions, communicate with one another, and provide care and support. Ethics always involves thinking, feeling, knowledge and intuition. It is understood that everyone will conduct themselves in a moral and ethical manner when working with residents/clients/members and with all fellow members of the extended WCA family (visitors, volunteers, program leaders, students, caregivers, service providers and co-workers).

WCA recognizes there are different types of ethical situations such as:

1. **Everyday Ethics:** The way we approach each other; the care/services/support we provide and receive, and our commitment to each other. This includes: respect, safety, dignity, privacy, integrity, honesty and confidentiality.
2. **Ethical Concerns/Dilemmas:** Situations may arise when ethical reasons both for and against a particular course of action are recognized and a decision must be made.
3. **Ethical Uncertainty:** When one is unsure what ethical principles or values to apply to a situation or even what the moral problem is. (Jameston, 1984)

An ethical/moral situation is based on the proposition that no conflict in defined circumstances is either good or bad in itself, and that it must be determined what is right or wrong as situations arise.

WCA embraces diversity in all aspects of its operations and it promotes dignity for all.

### **What to Do When Ethical Dilemmas/Concerns Are Identified:**

(refer to WCA Policy 100-21)

The person who recognizes that there is an ethical dilemma/concern, or that there could be a dilemma/concern should take the following steps:

1. Discuss the situation with the CEO and complete an Ethical Dilemma Identification Form. Forms are available from the CEO, WCA. Forms can also be downloaded from the WCA website [www.wcalondon.ca](http://www.wcalondon.ca). The person completing the form will be contacted and be involved in the resolution.
2. Deliver the completed form in a sealed envelope marked “Ethics Chair-Confidential” to the WCA office; this sealed envelope will then be forwarded to the Board Chair.
3. The Board Chair will determine the urgency of the dilemma and will work towards a resolution with the Executive Committee and the persons involved. Where the ethical dilemma/concern involves a division of the WCA that has established an Ethics Committee, the Board Chair will refer the dilemma/concern to the appropriate Committee.
4. The Board Chair will access ethical resources as needed.
5. Once a resolution has been achieved, the Board Chair will document the process and the outcomes for future reference.
6. Where policy changes are required, they will be referred to the Board Development and Policy By-Law Committee for review and recommendation.

### **Breach of Framework:**

If anyone suspects a breach of this framework, please complete a Ethical Dilemma Identification Form and submit it to the WCA Office in a sealed envelope marked “Ethics Chair-Confidential”.