



Section:	General Policies	Approval Date: June 1, 2026
Policy:	CODE OF ETHICS	Effective Date: June 1, 2026
Policy N°	GP-A1B	Pages: 1 of 3
		Revision Date:
		Board Reviewed: June 5, 2026

POLICY:

Montage Support Services is committed to delivering services with integrity, compassion, and respect. This Code of Ethics sets out the values and ethical obligations that guide every employee, volunteer, and board member in their work. It reflects who we are as an organization and the responsibility we hold toward the people we support, each other, and the broader community.

This Code of Ethics is read together with the Montage Service Principles Statement (GP-A1A), the Staff Code of Conduct (GP-A30), and all other applicable organizational policies.

OUR ETHICAL COMMITMENTS:

1. Respect for the People We Support

The welfare, dignity, and rights of the people we support come first in every decision we make. We commit to:

1. Treating every person we support as a unique individual with their own values, goals, dreams, and rights.
2. Promoting each person’s autonomy, self-determination, and active participation in decisions that affect their life.
3. Protecting every person from abuse, neglect, exploitation, and any action that compromises their safety or wellbeing.
4. Maintaining appropriate professional boundaries in all relationships with the people we support and their families.

2. Integrity and Honesty

We act with honesty and transparency in all of our professional dealings. We commit to:

1. Being truthful and accurate in all records, documentation, and communications.
2. Disclosing and managing conflicts of interest openly and without delay.
3. Never using our position or access to the people we support for personal gain.

3. Confidentiality and Privacy

We respect the right of every person to privacy and control over their own information. We commit to:

1. Safeguarding all personal information about the people we support, their families, and our colleagues.
2. Sharing information only on a need-to-know basis and in accordance with applicable law and organizational policy.
3. Never discussing information about the people we support in public or on social media.

4. Duty to Report

Every employee has a personal and professional obligation to speak up when something is wrong. We commit to:

1. Promptly reporting any known or suspected abuse, neglect, or exploitation of a person we support in accordance with the Montage Abuse, Neglect and Exploitation Policy (GP-A4) and applicable law.
2. Reporting any unethical conduct, safety concern, or breach of policy through the appropriate organizational channels without fear of reprisal.
3. Never ignoring a concern, or discouraging another person from raising one. Silence in the face of harm is not acceptable.

5. Accountability and Professional Responsibility

We take personal responsibility for our conduct and the quality of our work. We commit to:

1. Holding ourselves to the highest standard of professional practice, even when no one is watching.
2. Continuously developing our knowledge and skills to deliver the best possible support.
3. Acknowledging mistakes, learning from them, and taking steps to prevent recurrence.

6. Equity, Inclusion, and Non-Discrimination

We believe every person — those we support, our colleagues, and the communities we serve — deserves to be treated with fairness and respect. We commit to:

1. Providing services free from discrimination based on any ground protected under the Ontario Human Rights Code.
2. Actively supporting the inclusion of the people we support in all aspects of community life.
3. Fostering a workplace culture where all employees are treated with dignity and respect.

OUR COMMITMENT:

Every person connected to Montage Support Services — employees, volunteers, students, and board members — is expected to understand and uphold this Code of Ethics. Ethical conduct is not a minimum standard; it is the foundation of the trust placed in us by the people we support and the communities we serve.

When in doubt about the right course of action, ask yourself: *Is this in the best interest of the person I am supporting? Would I be comfortable if my manager, the person's family, or the Ministry could see exactly what I am doing and why?* If the answer to either question is no, stop and seek guidance.

Violations of this Code of Ethics will be treated as a serious matter and may result in disciplinary action up to and including termination of employment, in accordance with the Staff Code of Conduct (HR-04-012).