

Code of conduct



The Oxili Service is based on the values of respect, empathy, autonomy, and empowerment (power over our lives).

The civility code of the Oxili Service is a statement of attitudes and behaviors associated with good manners, which we encourage in order to maintain a respectful, harmonious, and efficient work environment.

We, the homecare workers registered on the Oxili Service reference list, value respect, collaboration, openness, and the establishment of effective and non-violent communication with self-managers and their caregivers, as well as with the coordination of the Oxili Service.

Expectations toward Homecare workers

- Update your availability and personal information (address, phone number, email, etc.) directly on the Oxili Service digital platform or by contacting the coordination of the Oxili Service.
- Notify the Oxili Service as soon as possible of any change contained in your criminal background file.
- Update your academic and professional file (obtaining or updating PDSP, CPR, Bill 90, complementary training, etc.)
- Follow up on calls from self-managers and coordination, even if you are not interested in the offer. (Call back within 48 hours).
- Show up for in-home interviews at the scheduled time.
- Be a punctual, reliable, and empathetic person.
- Respect the privacy of the person with whom you work and their close ones.
- Respect their limits and their abilities.
- Stay calm and show politeness and patience.
- Accept the salary conditions provided by the Chèque emploi-service (CES) modality.
- Accept time blocks of at least 1:30 in a row.
- Sign an employment contract with the self-manager or the caregiver.
- Notify the person in charge (the self-manager or the caregiver) of your delay or absence as early as possible.
- Agree in advance on your leaves, your vacations, and how public holidays will be handled.
- Respect the number of hours allocated by the CLSC Patient Navigator and the tasks agreed upon in the CLSC intervention plan for the CES modality: these elements should be included in the employment contract.
- Anticipate requests for help and offer your assistance.
- **Avoid** using your **cell phone at all times** when you are at a self-manager's home, in order to stay alert to their needs.
- Inform the coordination of the Oxili Service of any relevant observation (positive or negative) you may have made regarding the self-manager.

- Notify the coordination of the Oxili Service if you believe you are experiencing any form of discrimination, harassment, or intimidation from a self-manager or a caregiver.

Commitment of the Oxili Service toward homecare workers

- Communicate with you with transparency, integrity, and respect.
- Provide an environment free of any form of violence.
- Provide high-quality services, such as mediation, openness, attentiveness.
- Propose matchings with self-managers that respect your skills and your availability.
- Inform you of new ministerial directives related to home support and, more particularly, to the CES.
- Provide protection of your personal information.
- Prevent any form of discrimination or intimidation toward you from a self-manager and/or a caregiver.
- If a dispute occurs between you and a self-manager or their caregivers, we will ensure that your rights are always respected and, if necessary, we will refer you to a third party to assist you in your procedures.
- Offer support.
- Offer referrals.

Signature:

Date:
