Ontario Housing with Supports Network Association

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Code of Ethics

Revised November 5, 2026

As an OHSNA member operating housing with supports, we commit to the following principles in our work with residents and our community.

1. **Honesty and fairness.** Deal openly, honestly and fairly with residents and the people they choose to involve in their lives.
2. **Dignity and rights.** Respect each resident's identity, culture, beliefs, privacy and choices. Prevent discrimination, harassment, abuse and neglect, and respond promptly to concerns.
3. **Safe and supportive homes.** Maintain a safe, clean and welcoming home. Provide the agreed services competently, recognize changing needs and work with appropriate service providers.
4. **Choice and participation.** Support residents' own goals, strengths and community connections. Offer opportunities for meaningful activity and recovery without coercion, and recognize progress in ways the resident values.
5. **Competent staff.** Recruit staff with suitable skills and experience. Use screening appropriate to the role, and provide training, supervision and clear expectations for respectful conduct.
6. **Clear and fair charges.** Seek fair compensation for services while explaining fees, included services and additional charges clearly. Follow applicable requirements for charges and increases.
7. **Privacy and consent.** Protect residents' information. Involve families, supporters and service providers with the resident's consent or other lawful authority.
8. **Compliance and improvement.** Follow applicable laws, program standards and agreements. Address identified gaps, learn from concerns and advocate for improvements that support residents' well-being.
9. **Integrity and accountability.** Act responsibly with residents, staff, partners and suppliers. Disclose and manage conflicts of interest. Uphold this Code and the Commitment to Residents, and support good-faith complaints and lawful reporting.

Member acknowledgement

Home or organization: _____

Authorized representative and role: _____

Signature: _____ Date: _____