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Authority

Code of Professionalism for Compliance and Enforcement Staff

The HCRA recognizes that its compliance and enforcement staff are provided with significant powers to enter premises, require the production of documents and recommend disciplinary and enforcement actions that can have a significant impact on licensed and unlicensed builders and vendors in the province. The HCRA's compliance and enforcement staff have an obligation to maintain public trust by carrying out their duties in accordance with the standards set out in this Code of Professionalism.

ELEMENTS OF PROFESSIONALISM

Fairness and Objectivity

The HCRA's compliance and enforcement staff will perform their duties fairly and objectively, without favour or ill will, and will make decisions based on relevant legislation, regulations, policies, and procedures.

Honesty and Integrity

The HCRA's compliance and enforcement staff are expected to conduct their duties honestly and with integrity, in a manner that inspires confidence for the position of public trust they hold.

Respect

The HCRA's compliance and enforcement staff will treat the public and licensees with respect by being courteous at all times and in all situations without discrimination.

Timeliness

All activities will be conducted and concluded in a timely manner. The HCRA's compliance and enforcement staff will adhere to legislative and regulatory requirements, as well as internal policies and procedures, and ensure that established timelines are met.

Confidentiality

The HCRA's compliance and enforcement staff will treat all information obtained by any means in confidence unless performance of duties or legal provisions require otherwise.

Knowledge and Competence

The HCRA's compliance and enforcement staff will strive to continually enhance and improve their level of knowledge and competence.

SERVICE STANDARDS FOR PROFESSIONALISM

On initial contact with the public or licensees during the course of their work, compliance and enforcement staff will, where applicable:

- Introduce themselves and the HCRA; upon request, provide documentation indicating they are authorized to work on behalf of the HCRA
- Identify the statutory authority for the inspection or investigation
- Provide general information regarding the purpose of the contact or the enforcement process
- Provide contact details should further information be required

Exercise of Statutory Powers

The Code of Professionalism is not intended to restrict compliance and enforcement staff in the exercise of statutory powers or interfere with the exercise of discretion in discipline and enforcement activities.

Review

The Director under the NHCLA and those responsible for the supervision and management of compliance and enforcement staff will review the Code of Professionalism annually and will adopt supportive internal policies and procedures for the conduct of compliance and enforcement staff.