

EVIDENCE Ethical Code of Conduct and Confidentiality Standards

Ethical Code of Conduct

EVIDENCE is committed to the highest levels of ethics and quality in its client engagements. In fact, ethics and quality are at the core of all that we do.

EVIDENCE's Ethical Code of Conduct is based on the Canadian Evaluation Society (CES) Guidelines for Ethical Conduct. CES is a leading authority on evaluation standards in Canada.

EVIDENCE abides by the following standards when conducting client engagements:

1. Competence

- Consultants are to be competent in their provision of service.
- Consultants should apply systematic methods of inquiry appropriate to the evaluation.
- Consultants should possess or provide content knowledge appropriate for the evaluation.
- Consultants should continuously strive to improve their methodological and practice skills.

2. Integrity

- Consultants are to act with integrity in their relationships with all stakeholders.
- Consultants should accurately represent their level of skills and knowledge.
- Consultants should declare any conflict of interest to clients before embarking on an evaluation project and at any point where such conflict occurs. This includes conflict of interest on the part of either evaluator or stakeholder.
- Consultants should be sensitive to the cultural and social environment of all stakeholders and conduct themselves in a manner appropriate to this environment.
- Consultants should confer with the client on contractual decisions such as: confidentiality; privacy; communication; and, ownership of findings and reports.

3. Accountability

- Consultants are to be accountable for their performance and their product.
- Consultants should be responsible for the provision of information to clients to facilitate their decision-making concerning the selection of appropriate evaluation strategies and methodologies. Such information should include the limitations of selected methodology.
- Consultants should be responsible for the clear, accurate, and fair, written and/or oral presentation of study findings and limitations, and recommendations.
- Consultants should be responsible in their fiscal decision-making so that expenditures are accounted for and clients receive good value for their dollars.
- Consultants should be responsible for the completion of the evaluation within a reasonable time as agreed to with the clients. Such agreements should acknowledge unprecedented delays resulting from factors beyond the Consultant's control.

Confidentiality Standards

EVIDENCE is firmly committed to maintaining the confidentiality of our client information and abide by the following confidentiality standards:

- EVIDENCE will keep confidential, subjects' identities to the full extent provided by law. In addition, neither subjects' names nor any other personal identifiers will be used in any reports or publications arising from the engagement.
- EVIDENCE will keep the confidential information in strict confidence and will not use it for any purpose whatsoever other than for the purpose of performing the tasks and responsibilities related to the engagement.
- EVIDENCE staff will only disclose such portions of the confidential information to each other as is required for the purpose of performing tasks and responsibilities in relation to the engagement and only to those staff who have a need to know it.
- As part of EVIDENCE's continuing quality assurance of client engagement, client records may be assessed by EVIDENCE staff. In doing so, EVIDENCE staff assessing records will maintain subjects' confidentiality to the extent permitted by law.
- All documents, files, working papers or records of any kind that were associated with, assembled for and/or sent by clients to EVIDENCE will be returned upon the engagement's closure.
- All data collection tools, guides or any other materials produced for clients will be submitted to the client upon the engagement's closure.
- All raw data gathered during the course of the engagement will be provided to the client upon the project's closure after identifying information has been removed, i.e. any information or comment from a participant that could potentially identify an individual. Raw data will be submitted to the client in the language in which it was obtained.