

GUIDELINE 1: PROFESSIONALISM – INTEGRITY & CIVILITY

General

Rule Reference: Rule 1.03

Rule 2.01 (1) & (2)

1. A paralegal should inspire the respect and confidence of Ontarians. Even the appearance of inappropriate conduct should be avoided.

Integrity and Civility

Rule Reference: Rule 2.01(1), (2) & (3)

2. Acting with *integrity* means that a paralegal will be honest and will act with high ethical and moral principles. If integrity is lacking, the paralegal's usefulness to the client and reputation within the profession will be destroyed regardless of how competent the paralegal may be.
3. Acting with *civility* means that a paralegal will communicate politely and respectfully and act in a manner that does not cause unnecessary difficulty or harm to another.
4. The obligation to show courtesy and good faith extends to clients, opposing parties, other paralegals and lawyers, support staff, adjudicators, court and tribunal officers and staff and representatives of the Law Society. This obligation applies regardless of where the paralegal may be appearing or at what stage of the process the matter may be. Public confidence in the administration of justice and in the paralegal profession may be eroded by a paralegal's unprofessional conduct.