

Code of Conduct

Purpose

The following Code of Conduct (“the Code”) is designed to allow the PFLAG Canada Durham Region (“PCDR”) to preserve its long tradition of integrity and credibility with the public. This Code applies to all volunteers, Executive, Board members, all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any third party service provider in face-to face contact with our clients.

Policy

Service

1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation, gender identity or gender expression.
2. Promote the mission and objectives of the PCDR in all dealings with the public on behalf of PCDR and within PCDR.
3. Provide a positive and valued experience for those receiving service within and outside the PCDR

Accountability

1. Act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that have application to the responsibilities you perform for or on behalf of the PCDR. PCDR is a national organization with regional operations. Policies are reviewed every 3 years or sooner if an issue arises with its interpretation and use.
2. Comply with both the letter and the spirit of any training or orientation provided to you by the PCDR in connection with those responsibilities.
3. Adhere to the policies and procedures of the PCDR and support the decisions and directions of the national Board and its delegated authority.
4. Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

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Conflict of interest

1. Conflict of interest arises when a person participates in a decision about a matter (including any contract or arrangement of employment, leasing, sale or provision of goods and services) which may benefit or be seen to benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.
2. It is the duty of any person taking part in the operations of the PCDR to adhere to the Conflict of Interest Policy at all times. In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.

Confidentiality

1. Respect and maintain the confidentiality of information gained as a volunteer or employee, including, but not limited to, all computer software and files, the PCDR business documents and printouts, and all volunteer, employee membership, donor and supporter records.
2. Respect and maintain the confidentiality of individual personal information about persons accessing services of PCDR, for example, in support groups, meetings or in service programs.

Harassment

The Human Rights Code of Ontario [subsection 10 (1)] defines harassment as "engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome."

1. Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on an employment or career development.
2. Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation, gender or gender expression. It is discriminatory behaviour, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose.
3. PCDR has a zero tolerance policy with respect to Personal/Sexual Harassment. Personal/Sexual Harassment in any form is strictly prohibited and may be grounds for termination as a volunteer, or, in the case of an employee, immediate dismissal for just cause without notice or pay in lieu of notice.

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Procedures for the care of others who may be vulnerable because of age or disability

In the course of providing the PDCR service, our volunteers, employees, and third party service providers may come into contact with vulnerable individuals. These individuals are those who may be at risk of harm or harassment because of their age or disability. When this occurs, the following procedures should be followed:

1. Where practical to do so, PDCR related one-on-one meetings with clients who may be vulnerable are to be conducted in a business-like setting, public location or in an area that is private but visible to others.
2. PDCR volunteers, employees, and third party service providers who seek to initiate personal contact with vulnerable clients outside the PDCR program, are asked to seek prior approval from the appropriate employee/leadership volunteer, and, in the case of children/youth, from the parent/ guardian.

Implementation

Strict observance of the Code is fundamental to the activity and reputation of PDCR. It is essential that all volunteers, Executive, Board members, all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any third party service provider in face-to face contact with our clients adhere to this Code. They will certify this by signing a Declaration that they have read and will abide by this Code.

Code of conduct declaration

I, _____, have read, understand and agree to abide by the Code of Conduct of PFLAG Canada Durham Region and I understand that such adherence is a condition of my employment or volunteer work.

I understand that a violation of the Code of Conduct may be grounds for termination as a volunteer or in the case of an employee immediate dismissal for just cause without notice or pay in lieu of notice.

Signed this _____ day of _____, 20_____.

_____ (Volunteer/Employee - Signature)

_____ (Witness - Signature)

CC: employee/volunteer
Employee/ volunteer file

PFLAG  **CANADA**
DURHAM REGION, ON

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