

Seniors Friendship Club

Code of Conduct and Ethical Responsibilities

August 2015

Preamble

The mission of the Seniors Friendship Club (SFC) is to arrange for or offer educational, cultural, recreational and social programs and to advocate for services that will enhance the quality of life and provide fellowship for seniors in the upper Ottawa Valley. In delivering these programs, SFC volunteers, employees and members work with each other and the public at large. The following Code of Conduct (“the Code”) is designed to establish a framework for carrying out these interactions in a tradition of integrity and credibility. The Code applies to all SFC volunteers, employees and members, and third-party service providers who have face-to-face contact with members. Strict observance of the Code is fundamental to the activity and reputation of the SFC. The Directors have responsibility for ensuring compliance with the Code.

The Code is organized into six main areas:

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, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, age, or sexual orientation.
- 2.** Promote the mission and objectives of the SFC in all dealings with the public.
- 3.** Provide a positive and valued experience for those receiving service from the SFC.

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 SFC.
- 2.** Comply with both the letter and the spirit of any training or orientation provided to you by the SFC in connection with those responsibilities.
- 3.** Adhere to the policies and procedures of the SFC and support the decisions and directions of its Directors and its delegated authority. SFC policies are reviewed every three years, or sooner if an issue arises with interpretation or use.
- 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.

Conflict of Interest

Conflict of interest arises when a person participates in a decision about a matter (including a contract, arrangement of employment or provision of goods and services) which may benefit or be seen to benefit that

person because of his/her direct or indirect financial interest in the matter.

It is the duty of any person taking part in the operations of the SFC to avoid conflict of interest at all times. In the event that a conflict 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 a vote on the matter.

Confidentiality

1. Respect and maintain the confidentiality of information gained as an SFC volunteer, employee or third-party service provider including, but not limited to, all computer software and files, SFC business documents, and all volunteer, employee and member records.
2. Respect and maintain the confidentiality of individual member information gained through your role in the SFC, for example, in meetings or service programs.

Sexual and Personal Harassment

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 an individual as placing a condition of a sexual nature on employment or career development.

Personal harassment means any verbal or physical conduct 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, gender, age or sexual orientation. 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.

Sexual or personal harassment in any form is strictly prohibited and may be grounds for termination as a volunteer, employee, member or third-party service provider.

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

In the course of providing SFC services, our volunteers, employees and third-party service providers may come into contact with vulnerable members. 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, one-on-one meetings between SFC volunteers and members who may be vulnerable should be conducted in a business setting, public location or in an area that is private but visible to others.
2. SFC volunteers, employees and third-party service providers who seek to initiate personal contact with vulnerable members should obtain prior approval from the appropriate Director.