

## Policy

The Canadian Diabetes Association has a mission TO PROMOTE THE HEALTH OF CANADIANS THROUGH DIABETES RESEARCH, EDUCATION, SERVICE AND ADVOCACY. In pursuing its goals, the Association serves the interests of those diagnosed with diabetes, those undiagnosed and those at risk of diabetes. In delivering programs to Canadians, employees and volunteers work with each other and the public at large. The following Code of Conduct (“the Code”) is designed to allow the Association to preserve its long tradition of integrity and credibility with the public and within the Association. This Code applies to all direct service program volunteers (those in face to face contact with the Canadian Diabetes Association clients), Branch Councils, Regional Councils if applicable, national Board members, Section Executive volunteers, 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.

### **The Code is organized into categories, as follows:**

#### **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.
2. Promote the mission and objectives of the Canadian Diabetes Association in all dealings with the public on behalf of the Association and within the Canadian Diabetes Association.
3. Provide a positive and valued experience for those receiving service within and outside the Canadian Diabetes Association.

#### **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 Canadian Diabetes Association. CDA is a national organization with regional and branch operations. CDA’s Human Resource policies apply to all volunteers and employees. 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 Canadian Diabetes Association in connection with those responsibilities.
3. Adhere to the policies and procedures of the Canadian Diabetes Association 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.

#### **Conflict of interest**

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.

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.

It is the duty of any person taking part in the operations of the Canadian Diabetes Association 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 Canadian Diabetes Association 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 affected by diabetes gained through your role in the Canadian Diabetes Association, for example, in support groups, meetings or in service programs.

### **Personal or sexual 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 that individual as placing a condition of sexual nature on an employment or career development.

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 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.

The Canadian Diabetes Association 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.

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

In the course of providing the Canadian Diabetes Association 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, the Canadian Diabetes Association related one-on-one meetings with clients who may be vulnerable be conducted in a business-like setting, public location or in an area that is private but visible to others.
2. The Canadian Diabetes Association volunteers, employees, and third party service providers who seek to initiate personal contact with vulnerable clients outside the Canadian Diabetes Association 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 the Canadian Diabetes Association. It is essential that all direct service program volunteers (those in face to face contact with the Association's clients), Branch Councils, Regional Councils if applicable, national Board members, Section Executive volunteers, all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any other 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.

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.

The Human Resources Manual gives further details of this and other policies and procedures of the Association. Management has the responsibility of ensuring compliance with all Codes and Policies of Canadian Diabetes Association.

### **Code of conduct declaration**

I, (*Employee/Volunteer – please print*), have read, understand and agree to abide by the Code of Conduct of the Canadian Diabetes Association 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)

\_\_\_\_\_  
Department/Region/Area/Section/Branch

*A national organization agreed to post this policy on [www.hrcouncil.ca](http://www.hrcouncil.ca) as part of the HR Toolkit. Sample policies are provided for reference only. Always consult current legislation in your jurisdiction to create policies and procedures for your organization.*