

**Volunteer Code of Conduct (Oct 2005)**

Board members are expected to conduct themselves in an ethical and professional manner. This expectation includes proper use of authority and appropriate group and individual behaviour.

1. Board members of the Ramsay Community Association (hereafter referred to as the Society) Board of Directors and Committee members shall commit to behaviour consistent with the principles of professional conduct.
  - (a) They shall demonstrate a high standard of integrity in the performance of their duties.
  - (b) Act fairly and bring concerns to the attention of the chairperson if they have reason to believe any of the following situations have arisen:
    - (i) The development of inappropriate relationships with staff, clients, their families or friends;
    - (ii) A conflict of interest and/or any situation from which personal gain may be achieved.
  - (c) Provide staff with clear and decisive support and guidance, related to professional conduct.
2. Board members must uphold the principles of loyalty and integrity to the interests of the general membership.
  - (a) This loyalty is bigger than the personal interests of any Board member acting as an individual user of the Society's services.
  - (b) Board Members and volunteers are responsible to represent the overall interests of the Ramsay Community, and not personal agendas and interests.
  - (c) This loyalty requires that information is not withheld if it is a matter of concern to the Society.
  - (d) As representatives of the membership, Board members and volunteers are to support the general interests, concerns, or position of the Ramsay community.
3. The Board member must avoid any conflict of interest with respect to their responsibility as a Board member.
  - (a) Any Board member of the Ramsay Community Association Board of Directors and Committee members or any staff member who may be in a position or whose family may be in a position to derive any direct or indirect financial benefit from any financial transaction with the Ramsay Community Association Board of Directors and Committee members must disclose this situation and withdraw from discussions and the decision making process.



## Ramsay Community Association - Board of Directors and Committee members

- (b) No Board member or volunteer shall use his/her position with the Ramsay Community Association Board of Directors and Committee members, to secure personal privileges or advantages, which may infringe upon the rights and dignity of the client or the Society.
  - (c) No Board member shall avail him/herself of the goods, services or expertise of a client of the Society, at a price less than the current rate for the public at large.
  - (d) No Board member shall purchase goods, services or expertise, from a client of the Society, unless such purchase is made through the client's place of employment.
  - (e) There must not be any self-dealing or any conduct of private business or personal services between any Board member and the Society, except as procedurally controlled to ensure openness, competitive opportunity, and equal access to otherwise "inside" information.
  - (f) The Board members must not use their positions to obtain for themselves, or for their family members, employment within the Society.
  - (g) Should a Board member be considered for employment, s/he must temporarily withdraw from Board deliberations, voting and access to applicable Board information, subject to the By-Laws.
4. Board members may not attempt to exercise individual authority over the Society except as explicitly set forth in Board policies.
- (a) Board members' interaction with staff must recognize the lack of authority in any individual member or group of members, except as set out in other policies.
  - (b) The authority of the Board members, except for the Chair, to interact with the public, press, or other entities must be clearly defined in terms of scope, timing, issues, topics, policies and stances taken by the Board as a whole.
  - (c) Board members will make no judgments of the staff performance except as that performance is measured against Board policies using the approved method.
5. Board members may not use Board information for their own direct benefit or advantage. This requires that the information be kept confidential wherever required in the best interests of the Society.
- (a) That part of a meeting when sensitive issues or intimate personnel matters may be disclosed shall be kept confidential. The proceedings of any meeting of the Board or any part of a meeting of the Board, or of any committee which are conducted *in camera*, including the minutes or any records, shall be kept in confidence by every member of the Board and by the staff and by any member or any committee or other person invited or permitted to attend the meeting.
6. Board members will deal with staff, other individuals, and with each other in a manner reflecting fair play, ethics and straightforward communication.



## Ramsay Community Association - Board of Directors and Committee members

### Code of Conduct Action Plan

Board members and committee volunteers must carry out duties in good faith with a reasonable degree of diligence, care and skill. If a Board member is deemed to be negligent in carrying out his/her duties, then the Board has the right to take such action as the Board deems appropriate. Such action may include:

1. Offending Board members may be censured by the Board Chair with a letter being sent to the member, outlining the circumstances and corrective action.
2. Continued offences will result in motion of censure being brought by the Board. This motion may result in a voluntary withdrawal or upon a vote of the majority. The member shall be removed from all committee membership.
3. In circumstances of an extreme nature, the offending member will be suspended from office immediately in accordance with the Ramsay Community Association bylaws.

### Volunteer Code of Ethics

Volunteers for the Ramsay Community Association Board of Directors and committees shall commit to behaviour consistent with the principles of professional conduct: They shall:

- Ø Accept direction and leadership and follow the rules of the Association
- Ø Accept the general goals, methods and philosophy of the Association in which they work.
- Ø Keep confidential sensitive matters (personal, social or family history).
- Ø Cooperate with other volunteers and staff.
- Ø Respect the Society's property, materials and equipment.
- Ø Strive to be an effective channel of information to the community in representing our Society and our goals.

### Employee Code of Ethics

The employees of the Ramsay Community Association shall commit to behaviour both on and off duty, consistent with the principles of professional conduct: They shall:

- Ø Demonstrate a high standard of integrity in the performance of their assigned duties.
- Ø Act fairly and endeavor to be perceived as acting fairly.
- Ø Bring concerns to the attention of their supervisor if they have reason to believe any of the following situations have arisen or might arise.



**Ramsay Community Association - Board of Directors and Committee members**

- Ø Bring attention to their supervisor any conflict of interest and/or situation from which personal gain may be achieved.
- Ø Provide fellow employees with clear and decisive support and guidance related to professional conduct.
- Ø Protect the confidentiality of all information acquired through their employment except when disclosure of such information is authorized.
- Ø Assume the responsibility to advise the proper authority if they become aware through their employment of any illegal behaviour.
- Ø Not fail to act when action is required.

Employees and volunteers shall sign a declaration of their commitment to principles of professional conduct, upon being accepted as a member of the Society.

Signed this \_\_\_\_ day, the month of \_\_\_\_\_, the year \_\_\_\_\_

**Employee/Volunteer**  
(Print name) \_\_\_\_\_ (sign) \_\_\_\_\_

**Witness** \_\_\_\_\_