



Kanata Seniors Council Inc. Code of Conduct

The Kanata Seniors' Council Inc. (the Council) is committed to providing a welcoming, caring and tolerant environment for its members, guests, volunteers, and the general public at all its activities, events and programs. The Council strives to create an atmosphere of respect and friendship, free of conflict and fear.

Here are the guidelines with respect to how members and guests will conduct themselves while participating in activities, events and programs.

- All persons will show respect, consideration and a friendly attitude to others.
- All persons will behave in a respectful manner and no abusive or inappropriate behaviour will be tolerated.
- Inappropriate behaviour includes:
 - creating a disturbance,
 - causing verbal or physical conflict,
 - making fun of someone else,
 - making inappropriate comments that make someone feel uncomfortable,
 - yelling,
 - using profanity,
 - harassment,
 - making disrespectful or critical comments,
 - making racial slurs,
 - intimidating or threatening others,
 - disrupting a program or event.

Volunteers

Volunteers are a vital part of the Council. They must be treated as valued, respected and integral members of the Council and are a vital link in achieving the Council's mission. Their involvement, training, and ongoing performance evaluations must be part of the planning and review procedures conducted by the Council. It is vital that volunteers work with the abilities and skills they possess in order to ensure a successful partnership with the Council. They must have regular contact with their appointed supervisor; be recognized for their contributions; give input to the Council; and be kept informed of organizational happenings.

The actions of the volunteers of the Council support its mission and goals. Volunteers must respect the guidance and decisions of the Council. Volunteers should cooperate with fellow Council members and City of Ottawa staff, realizing that everyone is working towards the same goals but may have different ideas on how to reach them.

It should be noted that Council board members (the Board), by their position, are also volunteers.

Additional Code of Conduct for Volunteers and Board Members

Volunteers may interact with citizens within Ottawa West District community agencies, contractors, suppliers and the general public on a regular basis. Volunteers must be professional, courteous and objective in all of these interactions.

Volunteers are required to maintain the confidentiality of all information obtained from contact with the Council, the Kanata Seniors' Centre, community agencies, staff, volunteers and members.

Volunteers and the Board must ensure that they are not in an actual or perceived conflict of interest.

All volunteers are subject to the policies and procedures of the Council.

Harassment

Harassment is defined as behaviour including comments and/or conduct which is insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual or groups of individuals. The Ontario Human Rights Code prohibits harassment on the following grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, disability, age, marital/family status or record of offence. Any person may file a complaint directly with the Ontario Human Rights Commission

The Council will not tolerate harassment or discrimination in any form. All volunteers have a responsibility to respect the dignity and rights of members of the Council and the Kanata Seniors' Centre, co-workers and the public.

Violation of the Code of Conduct

The Code of Conduct refers to Council guidelines and policies; re-affirms the Council's commitment to integrity, objectivity and professionalism in delivering services to seniors; and complies with the Ontario Human Rights Code. Every volunteer and Council member is expected to be aware of, and act in compliance with this Code and its related policies. Violation of these principles is a serious matter and will be dealt with as such by the Council.

Council members and volunteers are advised not to engage a violator, but to contact a member of the Board to report any violation of the Code. Any disputes within the Council should be resolved in Council and not discussed with the public at large.

In the event of a violation of the Code, the Council Vice-President or President, will deal initially with the individual and can issue a verbal or written warning. The Council Vice-President will take a repeat incident to the Council Executive for further investigation which may result in:

- the violator's removal from volunteer activities;
- the violator's removal from a program;
- the violator's loss of membership in the Council