

VALOUR COMMUNITY CENTRE **STANDARDS OF BEHAVIOUR FOR VOLUNTEERS**

Valour Community Centre (VCC) endeavours to serve the whole community by providing inclusive programming and accessible facilities in a safe environment. As a reputable community centre, we have developed the following standards of behaviour to guide our volunteers.

Every volunteer under the umbrella of Valour Community Centre is a representative of the centre and therefore the way they conduct themselves is a direct representation of how the community centre conducts itself. Thank you for making this commitment.

The code of conduct details the responsibilities of all volunteers. All volunteers are subject to the standards of behaviour. Volunteers who do not sign this code of conduct will not be permitted to volunteer under Valour Community Centre or any programs under its umbrella. Furthermore, anyone who is in violation of this code of conduct is subject to an investigation by the Valour Community Centre Board of Directors and pending the investigation may lose their volunteer position or opportunity. You can go to valourcc.ca to read more about this in the VCC Bylaws Article 6 Management of Disrespectful Behaviours. valourcc.ca

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CODE OF CONDUCT

The following Code of Conduct (“the Code”) is designed to allow the organization to preserve its long tradition of integrity and credibility with the public and within the organization. This Code applies to all volunteers of the Valour Community Centre.

SERVICE

- Always act with fairness, honesty, integrity, and openness. Respect the opinions of others and treat all with equality and dignity without regard to ancestry, nationality or national origin, ethnic background or origin, religion or creed or religious belief or religious association/activity, age, sex (including sex-determined characteristics such as pregnancy), gender identity, sexual orientation, marital or family status, source of income, political belief/association or activity, physical or mental disability, social disadvantage.
- Promote the mission and objectives of the organization in all dealings with the public on behalf of the organization.
- Provide a positive and valued experience for those participating in events and programs within the organization.

ACCOUNTABILITY

- Act with honesty and integrity and in accordance with any professional standards and legislation that have application to the responsibilities you perform for or on behalf of the organization.
- Adhere to the policies and procedures of the organization and support the decisions and direction of the Board of Directors.

CODE OF ETHICS

All activities undertaken by VCC volunteers must be conducted in a lawful, responsible, and ethical manner. This will ensure that the organization's reputation for honesty, integrity and faithful service to the local community is maintained and enhanced.

SAFETY, SECURITY AND ACCESSIBILITY

Valour Community Centre volunteers will:

- Put safety and security for all its programming participants as a top priority.
- Take all necessary steps to minimize the risk of sickness, disease, injury and death to volunteers, contracted service providers and members of the community from the organization's activities.
- Not practice or tolerate any discrimination, harassment, violence, or reprisal.
- All Valour Community Centre volunteers are responsible for taking necessary actions to protect themselves and others.
- Will make all reasonable efforts to ensure events are accessible to all participants and members.

FRAUD, THEFT, AND DUE PROCESS

Valour Community Centre volunteers will:

- Take all reasonable measures to prevent and deter fraud and the theft of the organization's assets.
- Respect the privacy, dignity, and reputation of our volunteers.

COMMUNICATION STANDARDS

Effective and efficient communication is key to the success of the organization. It is critically important that all volunteers follow the standards outlined in this policy to ensure that all internal and external communication is done effectively, efficiently, and respectfully.

PROCEDURES

- In urgent, complex, or potentially emotional matters, volunteers are encouraged to avoid electronic communication and utilize either face-to-face communication or the telephone.
- All communication must be done professionally and in a courteous and respectful tone. Vulgar or disrespectful communication will result in disciplinary action.

CONFIDENTIALITY & PRIVACY

Security and confidentiality of confidential information is of the utmost importance to Valour Community Centre. In addition, we are committed to safeguarding the personal information entrusted to us. We manage personal information in accordance with the Personal Information Protection and Electronic Documents Act and other applicable laws. Everyone in the organization is responsible for protecting confidential information and respecting privacy policies.

RESPECTFUL ENVIRONMENT

Everyone is entitled to a respectful environment free of discrimination, harassment, sexual harassment, personal harassment, and violence.

Volunteer Responsibility:

- Treat others respectfully
- Report Disrespectful Behaviour using the procedures established pursuant to this policy and respect the confidentiality of all parties involved.
- Anyone filing a frivolous complaint or complaint made in bad faith, or anyone who retaliates against a person who makes a complaint or is involved in an investigation as a witness is subject to disciplinary action.

HARASSMENT

In accordance with the Respectful Environment policy above, the following is a policy related specifically to harassment. There are two main types of harassment.

One type includes inappropriate conduct in any form about a person's age, race, creed, religion, sex, sexual orientation, gender or gender identity, marital status, family status, economic status, political belief, association or activity, disability, size, weight, physical appearance, nationality, ancestry, or place of origin.

A second main type relates to what is sometimes referred to as "bullying" behaviour that may involve:

- Repeated humiliation or intimidation adversely affects a person's psychological or physical well-being.
- A single instance so serious that it has a lasting, harmful effect on a person. Harassment may be written, verbal, physical, a gesture or display, or any combination of these. It may happen only once, but often happens repeatedly.

This Harassment policy does not discourage or prevent anyone from exercising their legal rights.

Valour Community Centre and its volunteers are responsible for keeping a safe environment, free of harassment. If you are a volunteer and you become aware of harassment you must do everything in your power to stop it, whether or not a complaint is made.

PROCEDURES

If you are harassed, the first thing to do is tell the person harassing you to stop, if you are comfortable doing that. You can do this in person or in writing. If you feel unable to deal with them directly, you can speak to the President of the Valour Community Centre Board of Directors.

There may be informal ways to deal with your complaint. The Vice President of Human Resources ~~and Administration~~ (VP of HR ~~& Admin~~) for the VCC Board of Directors may be able to mediate the situation to reach an acceptable solution. If the informal route fails or is not appropriate, Valour Community Centre will support its volunteers in filing a formal complaint.

The complaint will be investigated thoroughly and promptly. When the investigation is complete, the VP of HR ~~& Admin~~ will provide a written report for the President and will inform the person who filed the complaint and the harasser of any remedies or disciplinary action.

CORRECTIVE ACTIONS FOR HARASSERS

Volunteers that are found to have harassed another person will be subject to corrective action

up to and including termination. If the investigation does not find evidence to support the complaint, no record will be kept in the file of the alleged harasser. If the investigation finds harassment occurred, the incident and the corrective action will be recorded in the harasser's human resource file.

CONFIDENTIALITY

The organization and its volunteers will not identify a complainant, an alleged harasser, or any circumstances about a complaint, to anyone, except:

- When it is necessary to investigate a complaint.
- If it is part of disciplinary action.
- Where it is required by law.

IMPLEMENTATION

Strict observance of ~~this~~ these Standards of Behaviour Policies are fundamental to the activity and reputation of Valour Community Centre. It is essential that all volunteers adhere to this policy. They will certify this by signing a Declaration that they have read and will abide by all the aforementioned.

STANDARDS OF BEHAVIOUR DECLARATION

Sign off on the Standards of Behaviour must be completed within 14 days of accepting your position as a volunteer and must be turned into the Valour Community Centre General Manager.

DECLARATION

I, _____, have read, understand and agree to abide

(print name)

by the Standards of Behaviour of the Valour Community Centre Board of Directors and I understand that such adherence is a condition of my volunteer work. I understand that a violation of these policies may be grounds for discipline up to and including termination as a volunteer.

Signed this _____ day of _____, 20_____.

Signature: _____

For volunteers under 18, a parent/guardian must also sign this document stating they have ensured their minor volunteer understands the standards of behaviour required to volunteer with the Valour Community Centre.

Parent/Guardian Signature:
