

Lupus Ontario Code of Conduct

LUPUS ONTARIO has a mission **to help those with lupus live longer and better by raising funds that deliver vital support, education, awareness and research.** In pursuing its goals, Lupus Ontario serves the interests of those affected by lupus. In delivering programs to those affected by lupus across Ontario, employees and volunteers work with each other and the public at large. The following Code of Conduct (the “Code”) is designed to allow Lupus Ontario to preserve its long tradition of integrity and credibility with the public and within Lupus Ontario.

Strict observance of the Code is fundamental to the activity and reputation of Lupus Ontario. It is essential that all direct service program volunteers (those in face-to-face contact with Lupus Ontario’s clients), Board members, all employees, and any other third-party service provider in face-to-face contact with our clients adhere to this Code.

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 Lupus Ontario in all dealings with the public on behalf of Lupus Ontario and within Lupus Ontario.
3. Provide a positive and valued experience for those receiving service within and outside Lupus Ontario

Accountability:

4. 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 on behalf of Lupus Ontario.
5. Comply with both the letter and the spirit of any training or orientation provided to you by Lupus Ontario in connection with those responsibilities.
6. Adhere to the policies and procedures of Lupus Ontario and support the decisions and directions of the Board of Directors and its delegated authority.
7. 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, but not limited to, any contract or arrangement of employment, leasing sale or provision of goods and services) which may benefit or be seen to benefit that person or person’s family because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.

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.

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Confidentiality:

Lupus Ontario and member organizations have an obligation and responsibility to safeguard the personal information, either written or spoken of any other volunteer, staff or member. This refers to any personal, family, medical or financial information, as well as information which identifies a person as having Lupus.

Confidential information obtained from clients will be managed in accordance with the Privacy Policy of Lupus Ontario.

Files containing any information of a confidential nature should be kept in a secure location, protected by key or password. Access should be restricted to key staff and volunteers who require access to complete their assignments.

Staff and volunteers having access to personal information regarding donors, members, staff or volunteers will not share this information unless it is a requirement of their assignment (for example, volunteers processing donations may be asked to share names of donors and amounts of donations with senior staff and/or Board members, for purposes of campaign evaluation and donor recognition; a volunteer speaking with a client in crisis, may, **with the client's permission**, direct the client to a medical professional). All such information shall be considered the property of Lupus Ontario. In case of imminent risk of harm to a client or others; family, friends or other professionals may be called at the discretion of the direct service volunteer. In a support group setting, decisions regarding actions in a crisis situation will be the responsibility of the support group leader.

The individual agrees to adhere to the Code of Conduct for the duration of, and after the completion of their assignment.

Personal/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.

Lupus Ontario 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.

Procedure for the care of others who may be vulnerable because of age or disability:

In the course of providing Lupus Ontario service, our volunteers, employees, and third party service providers may come into contact with vulnerable, individuals. These

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individuals are those who may be at risk of harm or harassment because of such factors as age or disability.

When this occurs, the following procedures should be followed:

1. Where practical to do so, Lupus Ontario related one-on-one meetings with clients who may be vulnerable should be conducted in a business-like setting, public location or in an area that is private but visible to others.
2. Lupus Ontario volunteers, employees, and third-party service providers who seek to initiate personal contact with vulnerable clients outside the Lupus Ontario 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:

This Code should also be included in the orientation of all new staff, volunteers and Board members. Board and staff members will certify this by signing a Declaration that they have read, understood and will abide by this Code. The signed Declaration will be kept in their file.

Should the individual resign their position with Lupus Ontario, a new Declaration must be signed upon their return to a position with Lupus Ontario, or any of its member organizations.

Code of Conduct Declaration

I have read the Code of Conduct of Lupus Ontario. I understand and agree to comply with the Code of Conduct of Lupus Ontario. I understand that compliance is a condition of my employment or volunteer work.

I understand that I may be asked to resign my position if I do not adhere to the Code of Conduct.

NAME: _____

Signature

Date

Name and Signature of Staff/Volunteer Supervisor providing training:

NAME

SIGNATURE