



Code of Conduct

What is the Code of Conduct?

The Code of Conduct is a set of guidelines and rules that are meant to ensure that ethical decisions are made by all CYA members.

Please note that not every situation you will encounter will be covered here. Some of the guidelines and rules are meant to be followed exactly as they are written, whereas others are meant to be interpreted differently in various situations.

You are encouraged to use ethics and good judgement in all of your decisions, however if you are unsure as to how to proceed in any situation, please contact us at <http://www.cya-acj.ca/contact>.

If you have any questions or suggestions, please contact the CYA through <http://www.cya-acj.ca/contact>.

Message from the Executive Director

Building, maintaining and improving successful relationships with your peers and between the CYA and other groups is fundamental to all of our success. It is for this reason that we must act appropriately in each and every situation.

Especially in an organization of the nature of the CYA, there will be many difficult situations. These guidelines and rules are meant to assist you in making the extremely hard decisions that you will be required to make. Remember that you can always ask for help if you are unsure as to how to continue and we will be sure to keep everything in the strictest of confidence.

As a member of the CYA you are required to know and abide by this and all other governing documents. If you have any questions, again, please do not hesitate to ask as ensuring you properly understand this document is vital.

To contact us for any reason, please visit <http://www.cya-acj.ca/contact>.

Introduction

Every member of the CYA, especially those who have been bestowed with the responsibility of representing their peers will make decisions every day which effect youth from across Canada. Your decisions not only reflect upon yourself, but as a member of the CYA they reflect upon youth from coast to coast as well as the CYA as a whole.

We are the voice for Canada's youth and we must ensure that the best in each of us is practiced and witnessed through our actions. In order to maintain and enhance the view people have of youth, we must ensure we make ethical and proper decisions at all times.

This document does not replace any CYA policies, governing documents, etc, but is meant to clarify and provide additional information to assist members in fulfilling their role. The Code of Conduct is based upon the core values, behaviours and practices that the CYA was founded and operates upon.

Please read each section carefully and ensure that you understand them. If you have any questions, please ask as soon as you can at <http://www.cya-acj.ca/forum>.

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Our Values

We work to represent all youth

We succeed through cooperation

**We always take responsibility for
our actions**

**We ensure fairness and truth in all
our actions**

We always strive to improve

We always act with integrity

Our Values...

1. We work to represent all youth
 - This is a central purpose of the CYA
 - We must constantly strive to outreach to all youth
 - We must always ensure the views of youth are represented
 - At the heart of all our decisions must be the views and opinions of the youth we represent
 - We must make every effort to address the issues each youth has

2. We succeed through cooperation
 - We place the best interests of youth first
 - We must cooperation in all things
 - We must always strive to support one another
 - We share a common goal
 - We show loyalty to one another

3. We always take responsibility for our actions
 - We always hold ourselves and should expect to be held accountable for our decisions and actions
 - We follow through on promises wherever practicable
 - We trust one another to do the right thing
 - We acknowledge and learn from all our mistakes
 - We fulfill our responsibilities

4. We ensure fairness and truth in all our actions
 - We act with fairness and truth in all situations
 - We embrace the views and opinions of others
 - We only challenge issues, never people
 - We are not deceptive
 - We communicate clearly, honestly and candidly

Our Values...

5. We strive to improve all our actions
 - We continuously better ourselves, Canada and democracy, even if this entails challenging the status quo.
 - We actively seek opportunities to learn and be innovative and share these opportunities with our peers.
 - We never do anything to compromise democratic representation, on any level, of the youth of Canada.
6. We always act with integrity
 - We must always display the utmost level of ethical behaviour
 - We must always respect the CYA and its volunteers
 - We always do the right things in all situations
 - We never lie intentionally
 - We honour our commitments and promises

What can you Expect from the CYA?

- Professional, innovative and equal assistance
- Fair, honest and equal treatment
- Protection from harassment, slander and other harms
- Efficient and accurate representation on a national scale.

What does the CYA Expect from you?

- To act honestly and professionally at all times
- To fulfill your role in assisting to represent youth
- To operate within the law
- To follow all CYA governing documents with the purposes for each section in mind and to ask for clarification when needed
- To act with honesty and fulfill obligations and promises
- To take accountability for your actions
- To ensure the privacy of all personal and organizational information
- To ensure ethical, responsible and proper decisions
- To report improper conduct promptly, thoroughly and without bias

Compliance with CYA Governing Documents

All members of the CYA must follow the governing documents and the principles upon which they stand. Violation of any of the governing documents may result in punitive action up to and including dismissal. For a full list of which organizational documents are considered to be governing documents, please see the CYA bylaws. All documents can be found at <http://www.cya-acj.ca/documents>

Questions?

As has been stated, you must understand these rules and adapt them to apply in all situations. This may not always be a simple task and therefore we can help you.

If you have any questions, whether they be regarding clarification or what to do in any situation you may encounter, please feel free to confidentially ask our volunteers at <http://www.cya-acj.ca/contact>. Your information and identity will be kept completely confidential whenever possible.

Harrassment

Every member of the CYA has the right to fulfill their role free from harassment.

This includes all types of harassment, whether it be based on a person's age, colour, disability, marital status, national or ethnic origin, relationship status, sex, sexual orientation, etc.

All forms of harassment are illegal under the *Canadian Human Rights Act*.

It is an obligation for all members to report all forms of harassment they become aware of promptly and as thoroughly as possible.

As a member of the CYA you are required to:

- Treat others as you would like to be treated
- Treat others with respect and fairness
- Not take part in harassment at any time
- To treat everyone equally
- To trust that others will not harass
- To speak up (privately where appropriate) if you think harassment may have taken place (even if you are unsure)
- To speak up if you feel you or another individual is being harassed.

Harassment includes, but is not limited to:

- Threats
- Unwanted physical contact
- Demand or asking for sexual favours
- Making excessively offensive remarks (written, spoken or graphic)
- Obscene jokes
- Displaying pornographic material
- Using demeaning comments

Equality in Employment and Involvement

The CYA makes all decisions regarding employment and volunteering based upon each person's qualities, qualifications and abilities, not upon age, colour, disability, marital status, national or ethnic origin, relationship status, sex, sexual orientation, etc which are unlawful.

Employment decisions include, but are not limited to hiring, promotion, compensation (where applicable), discipline, termination.

In situations that call for special consideration to be given to other criteria, this is done. These include various outreach positions.

The CYA strives to ensure representation of Canada's diversity in both paid and unpaid positions while maintaining fair and equal opportunities.

As a member of the CYA you are required to:

- Speak to a Human Resources representative if you feel that employment discrimination has, or is occurring on any level
- Speak to a Human Resources representative if you feel that you need accommodation in any form for any reason.

If you have any questions, please visit <http://www.cya-acj.ca/contact>

Workplace Health and Safety

The CYA strives to ensure that our workplaces are as healthy and safety as possible. We attempt to ensure that everything is as safe as possible in order to reduce the risk of accidents, injury and illness.

The CYA respects and upholds the obligations set forth in the *Canada Labour Code*. We always take the health and safety of every individual who could be affected into account in all actions we take, from the smallest day to day details to the overall planning of the organization.

As a member of the CYA you are expected to:

- Be familiar with and abide by all safety rules affiliated with your position
- Never endanger yourself or any other individual
- Use any safety material and equipment where necessary
- Report all accidents and unsafe conditions (current or foreseeable) promptly and thoroughly
- Take responsibility and fulfill your role in providing a healthy and safe environment
- Ensure that each individual receives the accommodation they require
- Speak to a staff member or volunteer of the CYA regarding any special accommodations you require for any reason

Marketing and Operation

The CYA strives to ensure that we are marketed to youth across Canada in every place they reside.

As a member of the CYA you are required to:

- Familiarize yourself with all laws surrounding your involvement in the marketing team
- Avoid any conduct that could be viewed as unlawful
- Attempt to outreach to all youth throughout Canada
- Attempt to ensure to showcase Canada's diverse composition in CYA membership

Conflicts of Interest

All staff and volunteers of the CYA are required to keep private all information they acquire and share it only in order to fulfill their role. They are also required to report all potential and current conflict of interest situations; this includes but is not limited to instances of blackmail and receiving gifts.

As a staff member or volunteer of the CYA you are required to:

- Abide by all Canadian laws
- Abide by all CYA rules, procedures, etc
- Report any conflict of interest or potential conflict of interest
- Keep all private information private, except in order to fulfill your duties
- Not solicit funds, gratuities, hospitality, etc
- Not make statements on behalf of the organization unless approved by proper authorities
- Get approval before you use or mention the CYA for an event
- Not use your position for the personal benefit of yourself, family or friends
- After leaving the CYA, not disclose any information that is unavailable to the public

If you are ever in a situation that may be or lead to a conflict of interest you are encouraged to contact us through www.cya-acj.ca/contact. Please remember that all information will be kept in the strictest of confidence and we are here to support and assist you, rather than prosecute you.

Privacy

The CYA protects the privacy of our staff, volunteers and members. We are very serious about not releasing any personal information without your permission and will ensure that every measure is taken in order to ensure that your private information remains private.

We ensure that we have up to date information that is organized so that if you request to know what information we have for you, we can provide it promptly and accurately. We also maintain thorough track of who has access to which information so that you know who to talk to regarding any potential issues or concerns you may have.

As a volunteer or member of the CYA you are required to:

- Not share any personal or private information except in order to fulfill your role. If this means that you must communicate private information to another individual, ensure that they are permitted to view this information
- Ensure that any private information in your possession is up to date, secure and organized
- Supply the private information of an individual promptly to them when requested
- Contact the Executive Director if you have any concerns whatsoever regarding the security of an individual's personal information. This could be regarding virtual security, individuals who have access, etc.

If you have any questions or concerns about the maintenance of your personal information, please contact the Human Resources coordinator.

Management of Information

The CYA will be required to maintain databases of information regarding membership, volunteering, employment, etc. It is absolutely vital that this information be properly stored, organized and handled.

The CYA will maintain any information required so long as you are a member, volunteer or staff, however if you terminate your membership at any time, you may request that the CYA erase all information about you. This information could include personal information, such as your address and phone number.

Information such as your involvement for the CYA, your activities while a member of the CYA, etc, may be kept after you leave in order to ensure a proper historical record of the CYA itself. This information will not include any personal information whatsoever, but will likely consist solely of your first and last name, as well as your involvement.

As a member, volunteer or staff of the CYA you are required to:

- Promptly erase all information on a candidate, save the aforementioned exception, upon their leaving.
- Maintain an up to date and organized record of each individual's personal information, as well as a historical database of the CYA.
- Use personal and organization information only in order to fulfill your role and not distribute, share, utilize, etc, for any other reason.
- Speak with the Executive Director regarding potential abuses of personal or organizational information.

Environment

The CYA is devoted to ensuring that we minimize our harm to the environment. Wherever practical, the CYA will distribute information virtually, in hopes of minimizing usage of resources. The CYA is also committed to comply with all environmental laws and regulations as required and go beyond these wherever practicable in hopes of setting a good precedent for other organizations.

As a member of the CYA you are expected to:

- Ensure that you follow all instruction labels from use to disposal of products
- To recycle wherever possible
- Report any environmentally unfriendly occurrence, such as leaks or improper disposal
- To utilize environmentally friendly products wherever feasible
- To take any extra steps in order to become environmentally friendly and set a precedent for other organizations.

WhistleBlowing

The CYA is committed to ensure that each and every member, volunteer and staff performs their role properly, ethically and responsibly, however should a situation arise when an individual learns of conduct in violation to any CYA document or Canadian law, they are expected to report it immediately.

The CYA will ensure that any whistleblowing will be kept confident wherever possible. We will ensure that each and every reported incident is investigated and resolved in a manner so as to maintain the confidence and respect in the CYA.

No member, volunteer or staff of the CYA should ever make a decision that causes the reputation of the CYA to come into disrepute, or causes a loss of confidence in the CYA.

As a member, volunteer or staff of the CYA you are expected to:

- Immediately and thoroughly report any improper activities to your immediate supervisor, without fear of reprisal. If you suspect your supervisor of conducting or condoning improper activities, contact the Executive Director
- If you do not wish to personally contact someone, report the incident through the contact section of our website using a pseudo name.
- Cooperate fully regarding any investigation into improper activities
- Consult with your supervisor if you suspect that an action may be improper but are not sure
- Ensure that you understand, as best as possible what constitutes an improper action