



SECTION	Key Policies
SUBJECT	Code of Conduct
POLICY #	1
EFFECTIVE DATE	
SUPERSEDES POLICY DATED	N/A
POLICY OWNER	Executive Director
APPROVED BY	Board of Directors

Purpose

The purpose of the Code of Conduct is to provide Canadian Veterans Services Society employees, volunteers, and board members with guidelines for making ethical choices and to ensure that there is accountability for those choices. This commitment is important for gaining and maintaining the public's trust.

CVSS Code of Conduct is posted on the website for transparency and to demonstrate the organization's commitment to accountability.

PROFESSIONAL RESPONSIBILITY

Principle

As professionals, we are responsible for adding value to CVSS and contributing to the ethical success of this organization. We accept professional responsibility for our individual decisions and actions. We are also advocates for CVSS by engaging in activities that enhance its credibility and value.

Policy Statement

- To build respect, credibility and strategic importance for CVSS within our organizations, the business community, and the communities in which we work.
- To assist CVSS in achieving its objectives and goals.
- To inform and educate current and future members, employees, volunteers, and the general public about principles and practices that help the program.
- To positively influence workplace and recruitment practices.
- To encourage professional decision-making and responsibility.
- To encourage social responsibility.

Guidelines

1. Adhere to the highest standards of ethical and professional behavior.
2. Measure the effectiveness of our programs in contributing to or achieving organizational goals.
3. Comply with the law.
4. Strive to achieve the highest levels of service, performance and social responsibility.

5. Advocate openly and within the established forums for debate in order to influence decision-making and results.

ETHICAL LEADERSHIP

Principle

CVSS's employees, volunteers and board members are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct.

Policy Statement

- To set the standard and be an example for others.
- To earn individual respect and increase our credibility with those we serve.

Guidelines

1. Be ethical; act ethically in every professional interaction.
2. Question pending individual and group actions when necessary to ensure that decisions are ethical and are implemented in an ethical manner.
3. Seek expert guidance if ever in doubt about the ethical propriety of a situation.
4. Through teaching and mentoring, champion the development of others as ethical leaders in the community.

CONFLICTS OF INTEREST

Principle

As CVSS's employees, volunteers, and board members we must maintain a high level of trust with our stakeholders. We must protect the interests of our stakeholders as well as our program integrity and should not engage in activities that create actual, apparent, or potential conflicts of interest.

Policy Statement

- To avoid activities that are in conflict or may appear to be in conflict.

Guidelines

A "conflict of interest," arises when a person in a position of authority over an organization, such as an officer, director, or key employee, may benefit financially from a decision he or she could make in such capacity, including indirect benefits such as to family members or businesses with which the person is closely associated.

1. Refrain from using your position for personal, material or financial gain or the appearance of such.
2. Refrain from giving or seeking preferential treatment in the human resources processes.

3. Prioritize your obligations to identify conflicts of interest or the appearance thereof; when conflicts arise, disclose them to relevant stakeholders (Executive Director and Chair of Board).
4. Prohibits board members from voting on any matter in which there is a conflict.
5. Each board member, each management executive, and each key employee of CVSS's shall annually sign a statement on the form attached, that:
 - affirms that the person has received a copy of this conflict of interest policy, has read and understood the policy, and has agreed to comply with the policy; and
 - Discloses the person's financial interests and family relationships that could give rise to conflicts of interest.

CONFIDENTIALITY - USE OF INFORMATION

Principle

Respecting the privacy of our clients, donors, members, staff, volunteers and of CVSS itself is a basic value of CVSS, especially in the acquisition and dissemination of information while ensuring truthful communications and facilitating informed decision-making.

Policy Statement

- To build trust by maximizing the open exchange of information, while eliminating concerns about inappropriate and/or inaccurate acquisition and sharing of information.

Guidelines

1. Acquire and disseminate information through ethical and responsible means.
2. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director.
3. Care is taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.
4. Employees, volunteers and board members of CVSS may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of CVSS that such information must be kept confidential both during and after employment or volunteer service.
5. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.
6. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

7. Each board member, each management executive, each employee and each key volunteer of CVSS's shall **annually** sign a confidentiality agreement on the form attached that affirms that the person has read, understood and complies with agreement.

WHISTLEBLOWER POLICY

Principle

CVSS is committed to the highest ethical standards. We do this by conducting our business with maximum integrity and by achieving full compliance with all applicable laws, rules, and regulations. In line with this commitment, CVSS provides an avenue for CVSS employees, volunteers, board members, other stakeholders and the public to raise any concerns they may have about the subjects covered by this policy and to be assured that in making allegations they will be protected from reprisal or victimization for raising their concerns in good faith.

Policy Statement

- To provide employees, volunteers, board members, other stakeholders and the public with an avenue for raising good faith concerns and to reassure such persons that they will be protected from reprisal, retaliation or victimization as a consequence of reporting the alleged wrongdoing.

Guidelines

This policy covers instances where an employee, volunteer, other stakeholder or the public has evidence of activity ("Reportable Activity") by any CVSS officer, employee, volunteer or retained consultant (including external auditors) that to his/her knowledge constitutes:

- Accounting, auditing, or other financial reporting fraud or misrepresentation;
 - Violations of federal or provincial laws that could result in fines or civil damages payable by CVSS, or that could otherwise significantly harm CVSS reputation or public image.
 - Unethical business conduct in violation of any CVSS corporate policy, including, but not limited to, the Code of Conduct.
 - Danger to the health, safety, or well being of employees, volunteers and/or the public.
1. Allegations are raised directly to the Executive Director and/or Board Chair and investigated in a timely manner.
 2. Findings and actions are logged and kept confidential.
 3. Allegations are resolved, and timely action is taken as deemed appropriate.
 4. Appeals are filed directly to the Executive Director and/or Board Chair within 90 days of disciplinary action.

5. Allegations that are not made in good faith will be viewed as a serious offence and may be subject to discipline up to and including discharge in the case of employees, and/or the severing of the relationship with volunteers, suppliers, or other stakeholders.
6. CVSS will not permit any employees or volunteers to harass, retaliate or discriminate against those other employees, volunteers and stakeholders (the Complainant) who, in good faith, report a Reportable Activity. Retaliation in any form will not be tolerated and should be reported to the Executive Director and/or Board Chair.
7. Any violation of this policy may subject the violator to disciplinary action, which may include, in appropriate circumstances, termination of employment or legal action.

Annual Disclosure

Please check ONE of the following boxes:

- My interests and relationships have not changed since my last disclosure of interests. [Proceed to signature block below. Do not complete the tables.]

OR

- I hereby disclose or update my interests and relationships that could give rise to a conflict of interest: [Complete the table below. Use additional pages as needed.]

Family Relationships	Names of those presenting a potential conflict of interest
Include spouse/domestic partner, living ancestors, brothers and sisters (whether whole or half-blood), children (whether natural or adopted), grandchildren, great grandchildren, and spouses/ domestic partners of brothers, sisters, children, grandchildren, and great grandchildren	

Type of interest	Description of interest that could lead to a conflict of interest
Transactions or arrangements with the Organization	
Transactions or affiliations with other nonprofit organizations	
Substantial business or investment holdings	
Transactions or affiliations with businesses not listed above	

I am not aware of any financial interest involving me or a family member that could present a conflict of interest that I have not disclosed either above or in a previous disclosure statement.

Confidentiality Agreement

I, _____ hereby certify that I understand and appreciate the confidential nature of the business and affairs of the Canadian Veterans Services Society. This includes but is not limited to financial information and personal donor information. I will not, during the term of my Volunteerism with the CVSS or any of its branches, or at any time thereafter, impart any such information relative to the business or the affairs of the CVSS to anyone whatsoever, except those employees of the CVSS who are entitled to receive such information.

Volunteer Signature: _____ Date: _____

Witness: _____ Date: _____