



**Canadian  
Accreditation  
Council**

**Conseil  
d'accréditation  
canadien**

## **Code of Conduct**

**CAC Board of Directors:**

	<b>GOVERNANCE</b>
<b>A.1.13</b>	<b>Board of Directors – Ethics &amp; Code of Conduct</b>

**POLICY STATEMENT**

Due to the high level of trust and responsibility placed on members of the Board of Directors, it is the responsibility of each Board member to act within the highest ethical standards.

**PROCEDURE**

Each new Board Member receives, reads, and signs a Code of Ethics, thereby acknowledging the value CAC places on ethical behavior. The Code of Ethics requires that Board members must be fair, impartial, and intellectually honest, and must not allow prejudice, bias, conflict of interest, or the influence of others to override their objectivity.

When ethical situations occur they are to be disclosed to the President immediately who will determine with the member the best course of action. When the presenting ethical issues are regarding the President then the Vice-President will determine the best course of action.

Individually and as a whole, Board members conduct business in a manner that:

- Maintains the confidence of the membership, other stakeholders, and the community.
- Maintains confidentiality regarding clients, personnel, and other Board members.
- Keeps administrative, financial, and other business matters confidential.
- Demonstrates the degree of care, diligence, and skills that a reasonably prudent person would exercise in comparable circumstances.
- Adheres to a high standard of personal conduct and contributes to the effectiveness of the Board.

In the event a Board member violates any item listed above, refer to Discipline procedures A.1.15.

**CAC Staff:**

	<b>HUMAN RESOURCES</b>
<b>C.1.2</b>	<b>Code of Conduct</b>

**POLICY STATEMENT**

CAC recognizes the inherent worth of people, and supports all cultures and diverse backgrounds to minimize any barriers that may be present. Personnel will conduct themselves in an appropriate, professional, and respectful manner with client organizations, colleagues, and stakeholders such as government, community organizations, vendors, and the public.

**PROCEDURE**

CAC respects the dignity and value of staff, contractors, volunteers, and people working in or receiving services from the organizations seeking accreditation.

Respect for the dignity of people is actualized and demonstrated through our personnel's behaviour and our organization's processes. (e.g. recruitment, training and evaluation of personnel, program development and delivery, marketing, reporting of organizational activities, etc.)

**Diverse Personnel**

CAC supports diversity in the workplace by promoting awareness and sensitivity to the values, beliefs, traditions, practices, and experiences of clients and personnel regardless of a person's age, race, religion, culture, ability, economic level, health status, gender, or sexual orientation. CAC values diversity in the following ways:

- Respecting the dignity and human rights of all individuals.
- Recognizing and appreciating the uniqueness of clients, personnel, communities, and the circumstances in which they live.
- Ensuring that all personnel are able to contribute to their full potential to support the mission of CAC.

**Responsibility to Clients**

Personnel must demonstrate responsibility to clients within the context of their roles and job description in the following ways:

- Ensuring that the client's best interests are paramount within a professional relationship, and advocating for those interests as required.

	<b>HUMAN RESOURCES</b>
<b>C.1.2</b>	<b>Code of Conduct</b>

- Ensuring there is no bias in reporting.
- Gathering only information deemed important for service delivery, and adhering to all privacy legislation.
- Minimizing the negative impact of personal attitudes, beliefs, and needs on professional relationships with clients.

### **Confidentiality**

CAC believes that confidentiality is one of the cornerstones of providing services and interacting with colleagues.

CAC respects confidentiality in the following ways:

- Conducting all services and interactions in a manner that ensures client, colleague, and CAC confidentiality.
- Keeping in strict confidence all client information acquired as a result of involvement with CAC. This information, whether pertaining to persons served, personnel, or the organization, is not disclosed except in the circumstances outlined in the Release of Client Information policy, the Application and Agreement, or when legally required.
- Taking all necessary precautions to ensure that client information is not accidentally disclosed.
- Personnel accessing unauthorised files or breaching confidentiality may face disciplinary action. Ex-employees breaching confidentiality may face legal action.
- Breach of confidentiality will result in termination of employment.

	<b>HUMAN RESOURCES</b>
<b>C.1.2</b>	<b>Code of Conduct</b>

### **Declaration of Confidentiality**

Upon commencement of employment, each person completes and signs a Declaration of Confidentiality. Any breach of confidentiality may be considered grounds for immediate dismissal.

Personnel commits to the following:

- Familiarizing themselves with and adhering to the legislative responsibilities as outlined in the following:
  - Canadian Charter of Rights and Freedoms
  - Freedom of Information and the Protection of Privacy Act
  - Alberta Human Rights and Citizenship Commission
  - Personal Information Protection Act
- Taking responsibility for informing clients of the scope and limits of confidentiality.
- Conveying the importance and practice of confidentiality whenever client information is discussed.
- Maintaining the confidentiality of information acquired while providing services on behalf of CAC even after leaving their employment.

### **Professional Attitude and Conduct**

CAC believes that it is important for Personnel to maintain a high standard of professional attitude and conduct that includes the following:

- Being aware of and abiding by the Code of Ethics used within the organization.
- Being aware of and abiding by the Codes of Ethics of their respective professions, if Personnel members are professionals under the authority of a regulatory body. (e.g., nurses, doctors, psychiatrists)
- Recognizing that personal problems and conflicts, including health concerns, have the potential to interfere with professional effectiveness, and taking reasonable care in determining whether professional activities should be limited, suspended, or terminated.
- Maintaining up-to-date memberships in relevant professional associations as appropriate.

	<b>HUMAN RESOURCES</b>
<b>C.1.2</b>	<b>Code of Conduct</b>

- Being mindful that they are always in their professional role of CAC representative during work hours, and therefore maintaining healthy and positive relationships with individuals who have contact or may have future contact with CAC.

### **Integrity**

CAC believes that integrity and ethical behaviour are essential for responsible professional conduct. This means acting honestly and in good faith in all dealings with clients, colleagues, and the public. Further, personnel will not exploit any relationships with clients for personal gain, gratification, or any other reason.

Personnel will demonstrate integrity in the following ways:

- Conducting themselves in a friendly, courteous, and professional manner when dealing with clients, organizations, and other employees.
- Being ethical and operate from a high standard of integrity and trust, and in the best interests of the clients and CAC.
- Providing clients with high-quality service.
- Providing open and honest disclosure and to fully relate information or relevant findings to CAC.
- Not engaging in personal or business arrangements with current clients or client partners.
- Not using their position of authority to coerce or harass clients, personnel members, or volunteers.
- Not condoning or ignoring physical, verbal, or psychological abuse, whether oral, written, or behavioural, including sexual harassment.
- Representing accurately their professional qualifications, education, skills, and professional affiliations to clients and personnel members.
- Advocating for workplace conditions and policies that are consistent with this code.

	<b>HUMAN RESOURCES</b>
<b>C.1.2</b>	<b>Code of Conduct</b>

### **Professional Dress Code**

CAC offers a business-casual dress environment for personnel.

CAC believes it is important to maintain a professional, business-like appearance to support the success of CAC, and expects the following from all offices (headquarters and sub-offices):

- Employees will use good judgment and show courtesy to their co-workers, clients, suppliers, contractors and volunteers by dressing in a manner that is presentable and appropriate.
- Employees remain aware that CAC is always a place of business, and each employee contributes to the reputation of CAC. Choice of dress can affect impressions.
- Employees attending business meetings with clients, in CAC offices or otherwise, dress in appropriate business attire.
- Employees, when visiting clients, dress appropriately to fit in with client culture/conditions (e.g. weather, surroundings, etc.).

**CAC Volunteers:**

	<b>PROFESSIONAL REQUIREMENTS</b>
<b>D.3.2</b>	<b>Code of Conduct and Ethics</b>

**POLICY STATEMENT**

CAC expects appropriate, professional and respectful conduct from all volunteers towards client organizations, colleagues, government, community organizations, vendors and the general public.

**PROCEDURE**

Respect for the dignity and value of the Personnel, contractors, volunteers and people working in or receiving services from the organizations seeking accreditation is a central focus of CAC.

**Diversity**

CAC is committed to supporting diversity by promoting awareness and sensitivity to the values, beliefs, traditions, practices and experiences of clients and volunteers regardless of a person's age, race, religion, culture, ability, economic level, health status, gender or sexual orientation.

CAC values diversity by:

- Respecting the dignity and human rights of all individuals
- Recognizing and appreciating the uniqueness of clients, volunteers and communities and the circumstances in which they live
- Ensuring that all volunteers are able to contribute to their full potential to support the mission of CAC

**Responsibility to Client Organizations**

Volunteers will demonstrate responsibility to clients within the context of their roles

- Ensuring that the client's best interests are paramount within a professional relationship and advocating for those interests and circumstances as required
- Providing accurate and complete information regarding the extent, nature and limitations in accessing the services available through CAC



<b>D.3.2</b>	<b>PROFESSIONAL REQUIREMENTS</b>
	<b>Code of Conduct and Ethics</b>

- Gathering only information deemed important for service delivery and adhering to all privacy legislation
- Minimizing the negative impact of personal attitudes, beliefs, and needs on professional relationships with clients

#### **Confidentiality**

CAC believes that confidentiality is one of the cornerstones in the provision of services and in the interactions with clients.

- All services and interactions must be conducted in a manner that will ensure client, colleague and CAC confidentiality
- Volunteers will keep all client information acquired as a result of their involvement with CAC in strict confidence. This information, whether pertaining to persons served, personnel or to the Organization, will not be disclosed except in the circumstances outlined in the Release of Client Information policy, the Application and Agreement, or when legally required by legislation
- Volunteers must take all necessary precautions to ensure that client information is not accidentally disclosed

Upon commencement of each person will complete and sign a Declaration of Confidentiality.

Volunteers will:

- Familiarize themselves with and adhere to the legislative responsibilities as outlined in the following:
- Canadian Charter of Rights and Freedoms
- Freedom of Information and the Protection of Privacy Act
- Alberta Human Rights and Citizenship Commission
- Personal Information Protection Act

	<b>PROFESSIONAL REQUIREMENTS</b>
<b>D.3.2</b>	<b>Code of Conduct and Ethics</b>

- Take responsibility for informing clients of the scope and limits of confidentiality
- Convey the importance and practice of confidentiality whenever client information is discussed
- Maintain the confidentiality of information acquired while providing services on behalf of CAC after leaving such positions

#### **Professional Attitude & Conduct**

CAC believes that it is important to maintain a high standard of professional attitude and conduct which includes:

- Professional volunteers are aware of and abide by the codes of ethics of their respective professions
- All volunteers are aware of and abide by the code of ethics used within the organization
- Volunteers will be aware of their role (including limitations) in relation to other Volunteers, organizations seeking accreditation, review teams, Accreditation Panel, committees and the Board of Directors. They will respect the roles of the various bodies and limit their authority, influence and decision-making ability to accommodate who they are addressing and their role in relation to the body
- Recognizing that personal problems and conflicts, including health concerns, have the potential to interfere with volunteer effectiveness. If such personal problems occur, volunteers will take reasonable care in determining whether volunteer activities should be limited, suspended, or terminated
- Maintain up-to-date membership in relevant professional organizations as appropriate
- Volunteers must be mindful that they are always in their professional role of CAC representative during work hours. As such, it is expected that volunteers maintain healthy and positive relationships with individuals who have contact or may have future contact with CAC

	<b>PROFESSIONAL REQUIREMENTS</b>
<b>D.3.2</b>	<b>Code of Conduct and Ethics</b>

### **Professional Dress Code**

CAC believes it is important to maintain a professional, appearance to support the success of CAC. The following will apply to all volunteers:

- Regardless of the interaction, each volunteer projects the reputation of the organization. Part of this impression depends on each volunteer's choice of dress
- CAC's dress code is business casual dress environment for volunteers. Volunteers are expected to use good judgment and to show courtesy to clients by dressing in a manner that is presentable and appropriate. At all times volunteers are asked to be cognizant that regardless of their interaction with clients CAC is still a place of business
- Should volunteers be asked to attend meetings with clients, either in CAC offices or otherwise, they should dress in appropriate business attire

### **Integrity**

CAC believes that integrity and ethical behaviour are essential for responsible professional conduct. This means acting honestly and in good faith in all dealings with clients, colleagues, and the public. Further, volunteers will not exploit any relationships with clients for personal gain, gratification or for any other reason.

Volunteers will:

- Conduct themselves in a friendly, courteous and professional manner when dealing with Personnel, clients, outside organizations and other volunteers
- Be ethical and operate from a high standard of integrity and trust, in the best interests of the clients and the CAC
- Provide clients with high quality service
- Provide open and honest disclosure, and relate information or relevant findings
- Not engage in personal or business arrangements with current Personnel, clients or client partners

	<b>PROFESSIONAL REQUIREMENTS</b>
<b>D.3.2</b>	<b>Code of Conduct and Ethics</b>

- Not use their position of authority to coerce or harass Personnel, clients, or volunteers
- Not condone or ignore physical, verbal, or psychological abuse, whether oral, written or behavioral, including sexual harassment
- Accurately represent professional qualifications, education, skills and professional affiliations to clients and Volunteers