

DOCUMENT IDENTIFICATION			
Document Title	Code of Conduct – QCC Members	Document No.	Page 1 of 4

DOCUMENT CLASSIFICATION			
Document Type	Policy	Category	Governance

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Prepared By	Governance Committee	Current Revision Release Date	XX
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RELATED DOCUMENTATION / POLICIES	

Policy Statement	Membership in QCC is a privilege, not a right. Members shall abide by the principles laid out in this Code of Conduct and comply with all applicable by-laws, rules, resolutions, and policies of the QCC.
Purpose	The Code of Conduct describes the expectations and obligations associated with membership in QCC, and it authorizes the process by which Members may be sanctioned for violations of the Code.
Scope	<p>The Code of Conduct applies to all QCC Members (including “Associate Members”), as defined in the QCC By-Laws, Article III, 3.1-3.5. The Code of Conduct is not meant to infringe upon or to replace any person’s rights or obligations under any municipal, provincial or federal law, by-law, or regulation in place where business may be conducted.</p> <p>The Code of Conduct aligns with QCC By-Laws, Article III, 3.7, Termination of Membership.</p> <p>The enumerated conditions set out in the Code of Conduct are consistent with the <i>Ontario Human Rights Code</i>.</p>

POLICY: CODE OF CONDUCT	
<ul style="list-style-type: none"> • While engaged in the activities or affairs of QCC or otherwise acting in any manner associated with the QCC, every Member must: <ul style="list-style-type: none"> ○ Respect the dignity of all Members; ○ Resolve disagreements through reconciliation and restoration; ○ Not intentionally cause harm to another Member; 	

- Not engage in or incite harassment (of any kind) or physical, mental or social abuse; and
- Not use insulting, harassing, prejudicial or otherwise abusive language or behaviour.
- Members shall not discriminate by reason of race, religious belief, colour, gender, mental or physical disability, marital status, ancestry, age, place of origin, family status, source of income, sexual orientation, or any other prohibited ground as set out in the *Ontario Human Rights Code*.
- Members shall not engage in conduct or make personal public statements likely to harm, defame or otherwise discredit QCC or its services, programs, or plans.
- Members shall not engage in conduct or make personal public statements likely to harm, defame, threaten, or otherwise discredit any Member, staff, organization, or guest participating in QCC affairs or activities.
- Every Member who volunteers with QCC has a fiduciary responsibility to the organization. By acting in the name of QCC, the volunteer is in a position of trust.
- Any Member who is on a board or a committee of QCC or is acting for or on behalf of QCC at any level in the organization must maintain the highest standards of confidentiality, including but not limited to compliance with the organizations Privacy Policy, regarding information obtained directly or indirectly through his or her involvement with the organization. This includes information about Members, employees, partners, contractors, job applicants, and other volunteers.
- Materials and programs developed for QCC are the property of the organization and are not to be used in situations external to the organization without prior approval of QCC Board or Executive Director.
- Members shall not use the confidential information obtained through their association with QCC to further their private interests and will otherwise avoid conflicts of interest.
- Members shall not submit a false or dishonest claim for reimbursement of expenses or commit fraud against QCC.
- Members shall not knowingly submit a false or vexatious complaint under the Code of Conduct.
- Without limiting the generality of the foregoing, if this Code of Conduct is in anyway inconsistent with the *Ontario Human Rights Code*, the *Ontario Human Rights Code* shall prevail.

Application of the Code

- This Code of Conduct will be posted on the QCC website and, as such, will be available to all Members
- New Members must agree to abide by the Code of Conduct and will explicitly signify their agreement through the sign-up process.
- This Code of Conduct will be reviewed on a regular basis, however as a minimum, annually, to ensure its relevance and its support of good governance.
- Each Member is responsible for holding himself/herself accountable for behaving in accordance with the Code of Conduct. In addition, Members have a responsibility to hold each other accountable for behaving in accordance with the Code of Conduct.
- If a Member has concerns that the behaviour of another Member does not adhere to/respect the Code of Conduct, the Member is expected to:

- Where possible, discuss his/her concern with the Member whose conduct was perceived to be inappropriate; and
- For concerns that are not resolved, discuss their concern with the Executive Director or, for complaints involving the Executive Director or Directors of the board (other than the Chair of the Board), to the Chair of the Board.
- An accused Member has a right to know that a concern has been made and to respond to the complaint. The Executive Director or Chair of the board will inform the proponent of the complaint and seek to determine their understanding of the situation. Once a complaint has been verified the Executive Director or Chair of the Board will work together with the parties involved to identify suitable and agreeable remedies which could include such remedies as an apology, and an agreed upon change of behaviour etc.
- If the offending Member fails to recognize the concern, or take appropriate action, or the behaviour continues or the behaviour is considered so egregious that the sanctions against the offending Member may be warranted then the Executive Director or Chair of the Board shall prepare a summary of the alleged Code of Conduct breach and refer such breach to the full Board of Directors.
- For complaints alleging breaches of the Member Code of Conduct that are referred to the Board of Directors, the Board of Directors may (in their sole discretion and by simple majority vote) apply any of the sanctions or remedies outlined in the below section (Sanctions). The decision of the Board of Directors is final.
- Baseless claims of breaches of the Code of Conduct by a Member may also be referred to the Board of Directors by the Executive Director or Chair of the Board. If the Board of Directors finds, in its sole discretion that a Member has deliberately made allegations against another Member under the Code of Conduct which he or she knows to be false or baseless, for purposes that appear to be vexatious or malicious then the Board of Directors may (in their sole discretion and by simple majority vote) apply any of the sanctions or remedies outlined in the below section (Sanctions) against the accusing Member. The decision of the Board of Directors is final.

Sanctions

- Sanctions that may be imposed by the Board of Directors for a violation of the Code of Conduct include the following:
 - cautioning the Member (this can be given orally or in writing, is advisory in nature and is considered less severe than a censure);
 - censuring the Member (this is a written expression of strong disapproval and is a formal condemnation);
 - suspending all rights and benefits offered to Members through QCC membership for a minimum of one calendar year; and
 - If the breach of the Code of Conduct is sufficiently serious, the Board of Directors may determine that terminating the membership of the offending Member is warranted. This authority is granted in addition to the authority contained in QCC by-law Article III, 3.7 Termination of Membership.
- A Member sanctioned (including terminated Members) may request that their membership be reinstated by:
 - making a formal request in writing to the Chair of the Board;

Policies, Procedures and Forms Library

- The Chair of the Board will brief the Board of Directors on the matter and conduct a vote of the full board (decided based on a simple majority) on whether to allow the Member to be reinstated;
- A written response outlining the Board’s decision will be provided to the former Member within 60 working days; and
- In all circumstances the Board must be assured that the behaviour or action that led to the suspension will not reoccur and that any required remedies have been addressed.

CHANGES TRACKING LOG	
Revision(s) Date	Revision(s) Made

REVIEW HISTORY

<https://ontario25.sharepoint.com/sites/BoardofDirectorsSite/Shared Documents/2. Governance/4. Governance Policies/Full List of Policies/Policies in Development/Policy # - Code of Conduct/Code of Conduct – QCC Members Final Draft.docx>