

Volunteer Code of Conduct

The Canadian Cancer Society enjoys the very highest reputation for honesty, integrity, and the faithful discharge of the public trust and confidence. The Society's volunteers are expected to conduct themselves and the work they perform on behalf of the Society in a manner that honours that reputation and does not detract from the public's trust and confidence. Accordingly, all volunteers must comply with the Code of Conduct described herein.

PERSONAL GAINS

Volunteers must not use their status as a Society volunteer to obtain personal gain from those doing or seeking to do business with the Society. Additionally, volunteers should neither seek nor accept gifts, payments, services, fees, special valuable privileges, pleasure or vacation trips, accommodations or loans from any person (except in the case of loans, from persons in the business of lending and then only on conventional terms) or from any organization or group that does, or is seeking to do business with the Society.

CONFLICT OF INTEREST

Volunteers must avoid all situations in which their personal interests conflict or might conflict with duties to the Society (for example, if you or your spouse provides a service and you are involved in the selection of suppliers of that same service for the Society). Volunteers shall, at the first opportunity, disclose any conflict of interest. The nature of this reported conflict must be noted in appropriate official records of the Society, such as meeting minutes.

CONFIDENTIALITY

At all times, the privacy and dignity of clients, donors, volunteers and staff will be respected. Volunteers have access to information and documents relating to clients, donors, volunteers and staff that are private and confidential in nature; reasonable care and caution will be exercised to protect and maintain total confidentiality. Volunteers will not read records or discuss such information unless there is a legitimate purpose. All client, donor, volunteer and staff records are the property of the Society and are kept in a secure location at the Provincial office.

PRIVILEGED INFORMATION

Volunteers must not use for their own purposes, including financial gain, or disclose for the use of others, information obtained as a result of their role with the Society (for example, lists of sponsors or suppliers). This applies both during and after the period in which the individual is a Society volunteer.

INTELLECTUAL PROPERTY

Any intellectual property developed by a volunteer in the course of his or her role with the Society (for example, guidebooks, training resources, promotional materials) is the property of the Society.

RESPECTFUL CONDUCT

Volunteers must treat with respect all clients, staff, and fellow volunteers with whom they interact while conducting Society business. Harassment, discrimination or other behaviours that compromise the dignity and self-worth of others cannot be tolerated, and will be addressed promptly, in confidence, and in accordance with standards of due process developed by the Society. The Society expects all staff and volunteers to abide by Human Rights codes.

These are minimum standards and by no means cover every contingency. However, any material failure to comply with these standards will be sufficient grounds for disciplinary action up to and including termination of the individual from their volunteer position. Any volunteer who is uncertain of the application of this Code of Conduct should contact the staff partner indicated on their role description for clarification or further information.