



CODE OF ETHICAL CONDUCT

Thank you for working with qathet Community Justice (qCJ)! At qCJ we are working towards a welcoming community where all people feel safe and respected and where relationships can be restored in the aftermath of conflict and crime. It is important for us to establish expectations and commitments among our team. Please read this agreement carefully and contact the qCJ Manager if you have any questions or concerns.

I, _____, agree to the following:

PART 1: CODE OF ETHICS, ALL VOLUNTEERS AND EMPLOYEES

1. I understand that qCJ works on the Traditional Territories of the ʔamɛn People. I am committed to good relations with the ʔamɛn People. I acknowledge that the work of qCJ is built upon the practices of numerous Indigenous Peoples throughout Turtle Island and around the world.
2. I will promote the mission, vision and values of qCJ in my work.
3. I will conduct myself with integrity by performing my duties with transparency, impartiality, respect, and accountability.
4. I will treat all participants and members of the qCJ team with respect and dignity.
5. I am committed to ongoing learning and working to the best of my abilities. I will critically examine my own work as a volunteer and the work of my team members to ensure best practice.
6. I will work in a team. I understand that this work is collaborative in nature and decisions are made by consensus. Should I have any concerns about my work, I will share it with my team and, if necessary, the qCJ Manager.
7. I will disclose my involvement with other organizations, businesses or individuals where such a relationship could be viewed as a conflict of interest (see Conflict of Interest Policy). I will conduct my role without prejudice or favour, without consideration of personal interests or those of family and friends, and without allowing outside interests to conflict with work decisions.
8. I acknowledge that self-care is an obligation, not a luxury. I understand that maintaining my health and wellbeing are important to service delivery. I agree to reach out to my team or the qCJ Manager if I am in need of support (Siobhan Brown, 604-414-4203, Siobhan.Brown@qathetCJ.org) and understand that my wellness is a priority for qCJ. We are here to support one another in this difficult work!
9. I will not use alcohol, cannabis or other substances while doing business as a representative of qCJ unless necessary for medical reasons or if explicitly approved by the qCJ Board or qCJ Manager (e.g. at a work or community event where alcohol is being served).

PART 2: RESPONSIBILITIES, ALL VOLUNTEERS AND EMPLOYEES

10. BEST PRACTICE

- I will follow the policy and procedures outlined in “qCJ Policy & Procedures” and “qCJ Volunteer Handbook”.
- I will maintain professional boundaries as outlined in these documents. I understand that I am:
 - a) Not permitted to purchase program supplies from personal funds;
 - b) Not permitted to drive case participants
 - c) May accept small gifts from participants at my discretion, excluding monetary donations, which must be directed to the qCJ Manager
- I will participate in an annual check in with the qCJ Manager and/or Volunteer Coordinator as requested.

11. COMMITMENT

- I agree to volunteer with qCJ for a period of one year. If an unexpected change impacts my life and affects my ability to perform my duties, I will inform the qCJ Manager and/or Volunteer Coordinator as soon as possible.
- I will attend 2 events per year to stay connected to the team. This may include case meetings, AGM’s, workshops or other training, committee meetings, special events, etc.

12. LEGAL

- I consent to an RCMP Criminal Record Check and Vulnerable Sector search. I understand that involvement in the Criminal Legal System will not automatically exclude me from volunteering with qCJ. Experience with conflict and crime is valued. I agree to an honest conversation about any criminal history I may have, and trust that it will be met with openness by qCJ staff/volunteers. I consent to the qCJ Manager, Volunteer Coordinator, and a qCJ hiring/volunteer committee (if applicable) being informed of any criminal history. I am not obligated to disclose my criminal history to all qCJ volunteers if I do not wish.

13. MEETINGS

- I understand that the location of my work may change, but will likely be on the Traditional Territories of the Tla’amin People. I may work in the qCJ office, in community partner spaces, or online via video-conference format. I will not be asked to work at any location without previously being asked for my consent.
- If participating in a video-conference format, I understand that:
 - a) A picture of me will be displayed on the screen so that everyone in the Circle can see me and I can see them. I agree to leave my picture display on during online sessions.
 - b) The session will be private. Invitations will only be sent to confirmed, invited participants.
 - c) All participants are responsible for joining the session from a private location where no one but confirmed participants can hear or be privy to the session.
 - d) Recording and/or screenshots of the session are prohibited unless explicitly stated.
- Not attend meetings in person with a communicable disease.

14. CONFIDENTIALITY

- I will ensure that confidential information obtained in the scope of qCJ business is kept strictly confidential and not released to anyone except as required by law.
- qCJ is governed by FIPPA (Freedom of Information and Protection of Privacy Act) and PIPA (Personal Information Protection Act). As such, FIPPA and PIPA directives are embedded in qCJ Policy and procedure. I agree to abide by qCJ Policy and procedure.
- I will contact qCJ's designated privacy officer (qCJ Manager unless otherwise stated) if I have questions about confidentiality.
- I understand the limits of confidentiality as follows:
 - a) If information is disclosed that leads me to believe that someone is at risk of being harmed or harming themselves;
 - b) General information that is shared with the referral source by the qCJ Manager in monthly reports (i.e. meeting times, Resolution Agreement terms, progress of case, etc).

15. USE OF qCJ PROPERTY

- There shall be no use or appropriation of qCJ property, facilities, services, or information for personal use, gain or business by personnel.
- All electronic records stored on qCJ computers or at remote servers ("the cloud") shall remain the property of qCJ.
- Users of qCJ computer equipment shall not:
 - a) Attempt unauthorized access to systems, information, processes or products;
 - b) Broadcast e-mail messages that are not work related or otherwise authorized;
 - c) Propagate viruses, or send or download material which may impact the operating efficiency of the system;
 - d) View, retrieve, transmit or disseminate any messages or images which are offensive to human dignity.
- Only licensed software and registered shareware acquired by and paid for by qCJ are to be operated on the qCJ system.

PART 3: RESPONSIBILITIES, BOARD MEMBERS

The Board of Directors is committed to teamwork and effective decision-making. Towards this end, Board Members will:

16. Endeavour to represent the broader interests of members and/or stakeholders
17. Be an advocate for the organization and its mission wherever and whenever the opportunity arises in their own personal and professional networks.
18. Refrain from trying to influence other board members outside of board meetings that might have the effect of creating factions and limiting free and open discussion
19. Be willing to be a dissenting voice, endeavor to build on other director's ideas, offer alternative points of view as options to be considered and invite others to do so too.

20. Once a board decision is made, support the decision even if one's own view is a minority one.
21. Not disclose or discuss differences of opinion on the board with those who are not on the board. The board should communicate externally with "one voice".
22. Refrain from investigating or discussing the qCJ Manager's performance with staff members or external stakeholders without board authorization.
23. Refrain from making public statements on qCJ policy and/or Board decisions, with the exception of the President.
24. I will read my emails and respond in a timely manner if required.

PART 4: RESPONSIBILITIES, CASEWORKERS

25. PERSON-CENTRED SERVICES

- I will centre the participant in their own process. I trust that they are the experts of their own lives. I will seek to understand their needs and goals and empower them to make choices that meet these needs and goals. I will not make decisions without their consent, or work "for them" instead of "with them".
- I will not go beyond my capabilities or extend myself beyond my role. As a Caseworker, my goal is to facilitate dialogue between those directly involved in a conflict. I am not a counsellor, mental health professional, social worker, etc. Should something arise that is beyond my capabilities or responsibilities, I will reach out to my team and/or community partners who have the capacity.
- I understand that things will not always go smoothly. I may struggle with participant behaviour, no shows and sudden case closures. I will not impose my standards of success on a process that does not belong to me. I will lean on my team when I am frustrated.
- I will not accept cases that present a conflict of interest for me. A conflict of interest is defined in qCJ Policy 46.1 as "*when any individual has a personal interest that may interfere with the interests of qCJ*". Examples are also given in this policy.

26. COMMUNICATION & CONFIDENTIALITY

- Should I experience a conflict within my Case Team, I will strive to resolve it in a manner consistent with qCJ values. If I am unable to do so, I will reach out to the qCJ Manager and/or Volunteer Coordinator to assist. Remember, conflict is an opportunity!
- I understand that when qCJ receives a referral, a "Call for Volunteers" is sent out via email. I will:
 - a) Respond within 5 days, unless otherwise stated, if I am willing and able to work the case;
 - b) Work or volunteer to work at least 2 cases per year
- I will protect the personal information of all participants, staff and volunteers. I will:
 - a) Not discuss a case in public, even if no names or identifying information is used;

- b) Not remove any documents or paperwork from the qCJ office without the explicit permission of the qCJ Manager;
- c) Securely store any paperwork in my home should I need to take it with me to perform my duties and return it as soon as possible;

- d) Only use a participant's first and last initial in all written communication;
- I will not share information between participants in a case without explicit permission.

27. TRAINING

- I understand that I must complete my basic training in full before I work as a volunteer for qCJ. This includes 3-6 sessions (depending on length) guided by the Volunteer Handbook, a minimum of two cases in a training role, and additional specialized training that may be required (determined on an as-needed basis by the qCJ Steering Committee and/or Training Committee).
- I understand that after my basic training, qCJ will provide additional training opportunities, which I am strongly encouraged to attend.
- I will take specialized training if I am working cases involving power-based violence. The requirements for specialized cases will be determined on an as-needed basis by the qCJ Steering Committee and/or Training Committee.
- I will share my expertise with the team and contribute to the continued development of training where able.

I have read the above terms and agree to abide by them. I understand that a breach in this policy may result in disciplinary action, up to and including termination of my employment or volunteer duties with qCJ.

Name

Name of Parent/Guardian (if volunteer under 19)

Signature

Signature

Date (mm/dd/yy)

Date (mm/dd/yy)



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