



TWO POLICIES: CODE OF ETHICAL BEHAVIOUR AND THE
RESPECTFUL TREATMENT POLICY


THE POWER OF WOMEN WORKING TOGETHER. • LA PUISSANCE AU FÉMININ: ENSEMBLE POUR RÉUSSIR.

Why two policies?

- The Respectful Treatment Policy (revised 2017) focus is:
 - how we treat our members
 - relationships between members within CFUW
 - relationships with others who interact with CFUW
- Code of Ethical Behaviour - CFUW did not have a policy:
 - purpose – to govern members, staff and volunteers
 - organizations and corporations that CFUW deals with expected to exhibit a similar set of ethical standards
 - Code of ethical behaviour encompasses core values:
 - **Human Rights; Empowerment; Respect and Caring; Trust and Cooperation Equality; and Integrity**
 - Outlines clear expectations for expected behaviour
 - Applicable to members, staff and our partners.

Same steps and procedures apply to both policies


Procedures

- This procedure outlines the steps that may be taken to ensure that the policies are followed
 - All members, staff and volunteers are expected to uphold the Respectful Treatment Policy and Procedures and to follow the Code of Ethical Behaviour
 - Confidentiality is essential at all levels
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Informal Process Level 1 to 3




Level 1

- Be proactive.
 - Try to resolve the problem on your own.
 - Do not wait for a recurrence, or assume the problem will go away.
 - Approach the member/volunteer who made you feel uncomfortable; explain how it affected you and ask them to stop. Do this calmly, respectfully, and in confidence.
 - *Often, a club member/volunteer may not be aware that her behaviour is offensive, and she will change her behaviour once she is aware of the problem.*
 - Whenever another club member/volunteer approaches you regarding an issue of respect (or breach of the Code of Ethics) careful listening, respectful discussion and honesty will often lead to a resolution.
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Level 2

- If you have attempted to resolve the problem without success, or if you are not comfortable addressing the problem on your own, discuss the problem and possible solutions with your club president.
 - If the problem is with the club president, contact one of the club executive members.
 - Confidentiality considerations should be discussed and agreed upon.
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Level 3

- If for any reason you are unable to discuss the problem with your club president or club executive, other avenues are available to help you resolve the problem. You may wish to contact your RD.
 - In the case of members at the other levels of CFUW (Provincial or National), go to the person above you in the organisational structure of CFUW.
 - Whether a formal or informal process is used, members are encouraged to take notes which reflect, as much as possible, the dates, times, nature of the behaviour, any witnesses, and what happened at the end of discussions.
 - These notes will be useful for anyone assisting in resolving the problem.
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The Formal Process



What is involved in a formal process?

Steps in a formal process generally include the investigator doing the following:

Determining the facts by:

- interviewing the person who has raised the concern
- speaking with the person alleged to have acted disrespectfully (or to have breached the Code of Ethics) to present the complaint and hear her response
- interviewing all those directly involved

Recording the facts:

- making notes of dates, times, conversations, etc.
- keeping the individuals involved informed of information collected in the process
- maintaining confidentiality amongst the individuals involved

Recommending an appropriate response:

- providing findings to the appropriate person or persons and to the HR committee and recommending an appropriate response

What happens when there is an example of disrespectful behaviour or a breach of the Code of Ethical Behaviour at the CLUB LEVEL that HAS NOT BEEN RESOLVED through the informal process?

Step 1. A verbal warning is given to the member from the Club President or designate, in consultation with the executive. The Club President keeps a confidential and objective report of the incident. At all stages of the process, the member is entitled to receive a copy of the report.

If the behaviour continues...

Step 2. A written warning is given to the member from the Club President or designate, in consultation with the executive. Again, the Club President makes a confidential and objective record of the incident.

If the behaviour continues...

The consequences escalate:

Step 3. Suspending or withdrawing of privileges:

Written notice is given to the member from the Club President or designate, in consultation with the club executive.

Consequences depend on the severity of the incident and may include: removal from Office or committee chair and committee membership, suspension of membership, and ultimately loss of membership

A report of the decision must be sent to the RD and regional VP.

See Disrespectful Incident Form (appendix A).

In the case of the behavior being that of the Club President, the Club Executive should follow the same procedure in Steps 1-3.

Regional Directors and Regional Vice Presidents are able to assist with this process and should be consulted.

They may provide advice to both sides, set up a conflict resolution process, assist a person who feels she has not been dealt with fairly, including helping with an appeal process.

Appendix A

DISRESPECTFUL INCIDENT FORM

_____ Informal Report

_____ Formal Report

Please note: Keep a copy of an Informal Report at the local level.

A copy of a Formal Report should be sent to the Human Resources Committee This can be done by email. Send it to the Executive Director at National Office with Subject line: HR Committee Confidential with the documentation attached as Word documents. She will forward the email with attachments to the Chair of HR Committee.

WHAT HAPPENED? (objectively state details)

WHO WAS INVOLVED? (include names of parties involved and witnesses, if any)

WHEN AND WHERE DID THE INCIDENT TAKE PLACE? (specify the specific location, date and time of incident)

WHAT REDRESS WAS/IS BEING SOUGHT?

WHAT CONCLUSION WAS REACHED?

ACTIONS PREVIOUSLY TAKEN?

NEXT STEPS, IF NECESSARY?

REPORTING OFFICER

SIGNATURE-----DATE-----

What happens At the Regional/Provincial Council Level?

- At all levels of the organisation, the same policy and procedure applies but the reporting schedule differs depending on the position of the member within the organisation.
- Records should be kept and dated at all stages. The member is entitled to receive a copy of the report.
- Decisions must be made in consultation with the appropriate person/ persons.

If the behaviour involves:

- a **member** of the Regional/Provincial **council**, the President of the Regional/Provincial Council reports to the National President.
- a **Regional/Provincial President**, the regional/provincial executive reports to the National President.
- a **member** of a Regional/provincial **committee**, the Chair of the committee reports to the Regional/Provincial Council.


In the event of a serious issue, the HR Committee is available to assist in this process.

What happens at the National Board Level?

Steps 1-3 apply at all levels of the organization but the reporting protocol differs.

- If the behaviour is that of the President or a member of the National Board, advice should be sought from the Chairs of the HR Committee and the Governance Committee.
- If the behaviour involves a member of a national committee, the Chair of the committee is responsible.
- If the behaviour involves a Chair of a national committee, it is the responsibility of the VP to whom she reports. If the Chair is a National VP, it is the responsibility of the National President.

At all levels:

- This protocol is a guideline.
 - If a person feels she has been wrongly accused of displaying disrespectful behaviour as described in CFUW's Respectful Treatment Policy or of breaching the Code of Ethical Behaviour, or that the process has not worked for her, the individual may request help from the HR Committee by contacting the Executive Director at the National Office.
 - CFUW values all members and throughout the process opportunities should be offered for resolution and remediation.
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Communication

Results of any decision should be made to both parties and to those involved in the process at the same time

To whom does this policy apply?

- This policy applies to all club members, staff and volunteers.
- This policy applies to:
 - club meetings as well as to activities connected with the club, such as travel
 - conferences, club related social gatherings and interest group settings
 - written and spoken interactions (e.g. telephone calls, emails, social media) between members, staff, volunteers and the general public.

What support is available to VPs, RDs and Committee Chairs?

The Human Resources Committee may provide support and can be contacted through the National Office.

Examples for Discussion

1. An employee takes an oath of allegiance and oath of office to the employer. The employee does not declare a conflict of interest when the employee's ex husband's makes a claim to the employer. The employee views all the claim details on the system.
 2. A Club President reaches the end of her term but wishes to stay on and extend her term. She announces her decision to do so bypassing the Clubs' nomination committee.
 3. A member is not happy with the direction an organization is taking and writes derogatory comments about the leadership of the organization on his/her Facebook page.
 4. An employee uses company equipment during off hours to make long distance personal phone calls.
 5. A member of an organization arranges a trip and asks participants to write personal cheques to her for the estimated cost.
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