



## **AIDS COMMUNITY CARE MONTREAL • SIDA BÉNÉVOLES MONTRÉAL**

### **CODE OF CONDUCT**

#### **MISSION STATEMENT**

ACCM is a community organization working primarily in the English language to enhance the quality of life of people living with HIV/AIDS, to prevent HIV transmission, and to promote community awareness and action.

ACCM develops and delivers programs and services to meet the needs of these individuals. The quality of these services depends on the maintenance of a respectful, considerate environment for all its participants, volunteers and staff. All members of ACCM who participate in any of the organization's activities are expected to act in accordance with this policy.

ACCM's Code of Conduct applies to all ACCM activities whether or not they are held on ACCM premises.

#### **Section I. ACCM Members**

1.01 A member of ACCM<sup>1</sup> is:

- a) A client of ACCM who has completed the client intake process; or
- b) A volunteer of ACCM who has completed the volunteer intake process; or
- c) A client or volunteer of ACCM who joined the organization prior to the institution of intake procedures; or
- d) Any person who has expressed an interest in supporting ACCM's mission and has paid their membership fee; or;
- e) All current Board members and employees of ACCM.

#### **Section II. Expected Behaviour of ACCM Members**

All members of ACCM have a responsibility to be respectful and considerate of all other members and to adhere to the philosophies, policies and procedures of ACCM.

2.01 It is expected that members will respect and follow all ACCM policies and procedures.

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<sup>1</sup> Please refer to ACCM Bylaws, article 4.01

- 2.02 Alcohol is permitted only at certain activities and only when specific permission has been given to do so by authorized persons from staff or board. It is understood that moderate consumption will be followed, and reasonable standards of conduct will be maintained.
- 2.03 The use of illegal substances will not be tolerated.
- 2.04 Tobacco smoking is permitted in designated areas only.
- 2.05 Anyone under the influence of alcohol or any illegal substances and whose behaviour is disruptive will not be permitted to access any services provided by ACCM while under this influence (subject to article 2.02)
- 2.06 All members are expected to respect the confidentiality of other members<sup>2</sup>.
- 2.07 All members will use ACCM property only as authorized and will be responsible for any damage.
- 2.08 ACCM premises will be a safe haven from any unethical behaviour, criminal act and unauthorized solicitation of any sort.
- 2.09 Respect for others will be followed at all times. Abuse or harassment of any kind (verbal, physical, or sexual) by anyone at any ACCM activity will not be tolerated. Harassment is a continuation of a behaviour after being asked to stop by person who is the object of the behaviour or by a representative of ACCM.
- 2.10 Additional rules specific to certain activities or programs must also be respected. These rules will be made clear to any member participating in the activity or program.

### **Section III. Discipline**

- 3.01 All members of ACCM who engage in unacceptable behaviour will be subject to disciplinary action. The purpose of discipline is to bring about a favourable change in behaviour. (Disciplinary action of employees of ACCM will be subject to the conditions of the ACCM Personnel Policy.)
- 3.02 Under normal circumstances, disciplinary actions will be progressive. More serious incidents may result in more severe disciplinary action for the initial occurrence up to and including expulsion.
- 3.03 Disciplinary action up to and including suspension for a maximum period of three months may be taken by the head of the appropriate department. The Executive Director shall receive a copy of all Incident Reports and Notices of Disciplinary Action. Suspension for a period longer than three months or indefinitely from a single service will be made by the Executive Director and the head of the appropriate department together. Any such action must be reported to the Administration and Personnel Committee of ACCM (ADPERCOM). No disclosure of the identity of the person or details of the incident are to be

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<sup>2</sup> Please refer to ACCM Confidentiality Policy

revealed; only the nature. Expulsion from ACCM may only be determined by the Board of Directors.

#### **Section IV. The General Disciplinary Procedure**

- 4.01 Any person who witnesses unacceptable conduct should immediately advise the employee or volunteer responsible for the activity or service, who will address the issue with the person concerned and file an incident report.
- 4.02 The following steps should be followed, depending on the seriousness of the conduct:
- a) The head of the appropriate department will discuss the incident in private with the individual and document the nature and date of the incident (if not done already), as well as the date of the discussion.
  - b) If suspension from a service for any period not exceeding three months is required this should be done in writing, as well as include a warning that further disciplinary action will follow further non-compliance. At the end of the suspension period and before the suspension is lifted, the individual will be required to discuss the situation with the director of the department with a view to showing that a favourable change in behaviour has occurred.
  - c) If suspension from a service is for a longer period or indefinite, the same procedure will apply, but the Executive Director will be involved in the decision, and will co-sign the appropriate documentation outlining the suspension with the department director involved.
  - d) If the disciplinary action involves the possible expulsion from the organization the procedure outlined in the Expulsion Procedure will be followed<sup>3</sup>

#### **Section V. Availability of Grievance Procedure**

- 5.01 Where a member of ACCM believes he or she has been unjustly harmed as a result of disciplinary action, he or she may file a complaint in accordance with the ACCM Grievance Resolution Policy.<sup>4</sup> In addition, whenever disciplinary action is administered the member shall be given a copy of the ACCM Grievance Resolution Policy.
- 5.02 Where a member of ACCM believes he or she has been injured or has suffered an injustice in the context of ACCM, he or she may file a complaint in accordance with the ACCM Grievance Resolution Policy.

— *Adopted 15 March 2004*

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<sup>3</sup> Refer to the Expulsion Procedure Policy adopted by the Board of Directors of ACCM

<sup>4</sup> Refer to the Grievance Resolution Policy adopted by the Board of Directors of ACCM