

ENCORE SENIOR EDUCATION CENTRE

CODE OF CONDUCT

For the purposes of this Document,

- (1) The term “Encore” shall mean the Stormont, Dundas & Glengarry Seniors’ Education Centre Inc. (Encore Seniors’ Education Centre), and

- (2) the term “Encore Member” as used herein shall include (a) any individual defined as a “member” in the Bylaws of Encore, (b) any individual or volunteer serving as a member of the Board of Directors or as a member of any committee of Encore, (c) any individual or volunteer serving as a course presenter, and (d) any paid staff member of Encore.

CONFIDENTIALITY

- Encore Members must maintain the highest standards of confidentiality regarding information obtained directly or indirectly through their involvement with Encore. This includes information about volunteers, Board members, funders, donors, employees, contractors and other Encore Members.

- Board members must avoid inadvertent disclosure of confidential information through casual or public discussion, which may be overheard or misinterpreted.

- Encore will collect, use and retain only the personal information necessary for the business of Encore. Encore will protect the physical security of such information and retain it only for as long as necessary or as required by law. Encore will obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation requires otherwise.

- Internal access to personal information will be limited solely to those with a legitimate business reason for seeking that information. Such personal information will be used solely for the purposes for which it was originally obtained.

CONFLICTS OF INTEREST

- Board and staff members may not engage in activities that are in conflict with the interests of Encore, that may negatively impact the reputation of Encore or that interfere with employees' performance of their jobs.
- When communicating publicly on matters that involve Encore business, Board and staff members must not presume to speak for Encore on any topic, unless they are certain that the views they express are those of Encore, and it is Encore's desire that such views be publicly disseminated.

PERSONAL CONDUCT

- Encore will not condone any activity of Board Members and staff that fails to meet the closest possible public scrutiny. All business conduct should be well above the minimum standards required by law. Accordingly, Board Members and staff must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing Encore's operations.
- Encore Members shall be expected to comply with the Ontario Human Rights Code and shall not discriminate by reason of race, religious belief, colour, gender, mental or physical disability, marital status, ancestry, age, place of origin, family status, income or sexual orientation.
- Encore Members shall be expected to avoid engaging in harassment through unwelcome conduct, comment, gesture or contact, or intimidating and offensive behavior likely to cause offence or humiliation. Encore expects its Members to conduct themselves in a businesslike manner. Accordingly, drinking, gambling, fighting, bullying, sexual harassment, using inappropriate language or materials and similar unprofessional activities will not be tolerated in the course of Encore activities.

- Board Members, staff and presenters must not accept entertainment, gifts, kickbacks, commissions or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which Encore has, or is likely to have, business dealings. Similarly, they must not accept any preferential treatment which may place them, or be perceived to place them, under obligation to return the preferential treatment.
- Board Members and staff shall avoid investing in or acquiring a financial interest for their own accounts in any business organization that has a contractual relationship with Encore, or that provides goods or services, or both, to Encore if such investment or interest could influence or create the impression of influencing their decisions in the performance of their duties on behalf of Encore.
- Board Members and staff who have access to Encore funds in any form must follow prudent and secure procedures for recording, handling, and protecting such funds. Encore expects such individuals to employ the strictest standards to prevent fraud and dishonesty. If anyone becomes aware of any evidence of fraud or dishonesty, they should immediately advise the Board so that Encore can promptly make further investigations.
- All Encore Members shall treat Encore's property, whether material or intangible, with respect and care.

DISCIPLINARY ACTIONS

- Encore may have to take disciplinary action against Encore Members who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation. Possible consequences include (a) reprimand, (b) suspension or termination of Encore membership and privileges, or (c) in the case of an employee, suspension or termination of employment.

- Encore reserves the right to take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.