

CODE OF CONDUCT POLICY

Youth Employment Services has a mission TO DELIVER ENGLISH-LANGUAGE JOB-SEARCH AND SELF-EMPLOYMENT SERVICES TO QUEBECERS. In pursuing its goals, the Organization serves the interests of those searching for employment and/or self-employment. In delivering programs, employees and volunteers work with each other and the public at large. The following Code of Conduct ("the Code") is designed to allow the Organization to preserve its long tradition of integrity and credibility with the public and within the Organization.

This Code applies to all direct service program volunteers (those in face-to face-contact with the Youth Employment Services clients), Board of Directors, Advisory Council, all employees (permanent full-time, hourly, fixed term contract, permanent part-time, interns), and any third party service provider in face-to-face contact with our clients, (hereafter collectively referred to as "**YES Team Members**").

THE CODE IS ORGANIZED INTO CATEGORIES, AS FOLLOWS:

Service

YES Team Members always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.

YES Team Members promote the mission and objectives of Youth Employment Services in all dealings with the public on behalf of the Organization and within the Organization.

YES Team Members provide a positive and valued experience for those receiving service within and outside Youth Employment Services.

Behaviour that is abusive in any manner to the service user(s) by YES Team Members or to YES Team Members by the service user(s) will not be tolerated. This includes verbal, physical, psychological and emotional abuse.

YES Team Members shall not enter into any intimate or otherwise non-professional relationship with a service user or other YES Team Members or shall behave in a manner that is perceived to be such.

YES Team Members may not conduct activities in which YES or its service users are purchasing a product or service in which the YES Team Members have an interest.

YES Team Members may accept modest gifts from clients, when given as a token of appreciation and gratitude. But it follows that a gift should never be invited as a condition of services, and that gifts should be refused if the intent of the giver is to gain personal favour or if acceptance might reasonably give the appearance of such unethical professional conduct.

YES Team Members should not organize or attend social events or meetings with clients unless sanctioned by the Organization. Socializing in this manner may undermine the professional relationship between the clients and YES Team Members. Good judgment should be exercised in such situations: be friendly and courteous and always mindful of one's professional authority and responsibility.

YES prohibits the direct referral of clients to any private practices in which YES Team Members may be engaged or in which they have a financial interest without first receiving the consent of the Executive Director.

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Accountability

YES Team Members act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that have application to the responsibilities they perform for or on behalf of Youth Employment Services.

YES Team Members comply with both the letter and the spirit of any training or orientation provided to them by Youth Employment Services in connection with those responsibilities.

YES Team Members adhere to the policies and procedures of Youth Employment Services and support the decisions and directions of the Board and its delegated authority.

YES Team Members take responsibility for their actions and decisions, follow reporting lines to facilitate the effective resolution of problems and ensure that they do not exceed the authority of their position.

Conflict of Interest

A "conflict of interest" exists when a YES Team Member has an interest in an organization which is in competition with the firm seeking to do business with YES.

A "conflict of interest" exists when a YES Team Member is a trustee, director, officer or employee of a not-for-profit organization which is seeking to do business with or have significant connection with YES or is engaged in activities which could be said in a business context to be "in competition with" the programs and services of Youth Employment Services.

A "conflict of interest" exists when a YES Team Member participates in a decision about a matter (including any contract or arrangement of employment, leasing, sale or provision of goods and services) which may benefit or *be seen to* benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter. It is the duty of the YES Team Member taking part in the operations of Youth Employment Services to adhere to the Conflict of Interest Policy at all times.

Youth Employment Services and YES Team Members will take every due and proper measure to ensure that there is not and that there shall not appear to be, any conflict between the personal and private interests of YES Team Members and their responsibility to Youth Employment Services, its service users, the general community, and the funding partners.

It is the duty of any YES Team Member taking part in the operations of Youth Employment Services to adhere to the Conflict of Interest Policy at all times. In the event that such a matter arises, the YES Team Member shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.

In the instance where a member of the Board of Directors perceives a conflict of interest, that Director must inform the President of the exact nature of the perceived conflict of interest. The determination as to whether a potential conflict of interest exists will be made by the President. If a potential conflict of interest is identified, the President will initiate a process for a full and timely disclosure by the Director(s) concerned.

Any staff member who may be involved in business transactions involving Youth Employment Services, in which there is a possible conflict of interest, shall promptly report the possible conflict to the Executive Director. If the possible conflict involves the Executive Director, the possible conflict shall then be reported to the President of Youth Employment Services. The Executive Director, or where applicable, President, after receiving information about a possible conflict of interest, shall take such action as is necessary to assure that the transaction is completed in the best interest of YES without the substantive involvement of the person who has the possible conflict of interest.

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A written record of any report of possible and of any adjustments made to avoid possible conflicts of interest shall be kept by the Executive Director or, where applicable, the President.

Statement of Confidentiality

(Please refer to Human Resources Policy Manual for procedures).

YES Team Members acknowledge that in the course of carrying out their duties as an employee, board member or volunteer of Youth Employment Services will be dealing with information that is confidential.

YES Team Members agree to hold all such information in the strictest of confidence and, except as they may be required by law or when a signed release of information is provided, they will not discuss or release confidential information to any person/organization at any time.

YES Team Members agree that all materials relating to the business and affairs of Youth Employment Services including without limitation all manuals, documents, reports, equipment, working materials and lists of users/clients, funders prepared by the Organization or by the individuals in the course of his/her involvement are for the benefit of the Organization and shall surrender to the Organization all such materials.

YES Team Members agree that they will not, during or anytime after the commencement of their engagement with Youth Employment Services, use for themselves or others, divulge or convey to others, or aid or abet others to divulge or to convey to others any information, knowledge, data or property relating to the affairs of the Organization other than published material properly in the public domain. The provisions of this section shall survive the termination of this Agreement.

It is understood that any breach of this confidentiality shall be considered as cause for dismissal.

YES Team Members agree to respect and maintain the confidentiality of individual personal information about clients, such as; client information sheets, counselling/coaching meetings. All computer information, materials and contacts are the sole property of YES.

YES Team Members agree to respect and maintain the confidentiality of information gained as a volunteer or employee, including but not limited to, all computer software and files, the Youth Employment Services business documents and printouts, and all volunteer, employee donor and support records.

Sexual/Personal Harassment

(Please refer to Human Resources Policy Manual for procedures).

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on employment or career development.

Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behaviour, directed at an individual that is unwanted or unwelcome.

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External Communications

YES Team Members should not comment to the media on matters pertaining to the agency unless so authorized by the Executive Director. The Executive Director's authorization is required before publishing an external communication concerning the agency.

Implementation

Strict observance of the Code is fundamental to the activity and reputation of Youth Employment Services. It is essential that all direct service staff (those in face-to-face contact with the YES clients), Board members, all employees (permanent full-time, hourly, fixed term contract, permanent part-time, intern), and any other third party service provider in face-to-face contact with our clients adhere to this Code. They will certify this by signing a Declaration that they have read and will abide by this Code.

The Human Resources Manual gives further details of this and other policies and procedures of the Organization. Management has the responsibility of ensuring compliance with all Codes and Policies of Youth Employment Services.