

POLICY ON CONFIDENTIALITY, CONFLICT OF INTEREST AND CODE OF CONDUCT



SECTION 1 – GENERAL

- 1.01 **Preamble.** Volunteers with the CAND play an important role in the objectives of the CAND. In the course of their volunteer activities with the CAND, volunteers are expected to uphold a high standard of behaviour and confidentiality.

SECTION 2 – DUTIES AND RESPONSIBILITIES OF VOLUNTEERS

- 2.01 **Responsibilities.** Each Volunteer is expected to actively participate. A Volunteer is responsible for:
- a) Preparing appropriately for their volunteer duties.
 - b) Not being influenced by self-interest, outside pressure, expectation of reward, or fear of criticism;
 - c) Acting with honesty and integrity and conducting themselves in a manner consistent with the nature and the responsibilities reasonable for the maintenance of member confidence;
 - d) Offering their perspectives and opinions on issues that are the subject of discussions and decisions;
 - e) Voicing, clearly and explicitly at the time a decision is being taken, any opposition to a decision being taken;
 - f) Maintaining solidarity with fellow Volunteers;
 - g) Knowing and respecting the distinction in the roles of Volunteers, the Board and staff, and working cooperatively with the staff of the CAND;
 - h) Exercising vigilance for and declaring any apparent or real personal conflict of interest in accordance with CAND's By-laws and policies, and in particular this policy;
 - i) Complying with all other codes and policies approved by the Board from time to time;
- 2.02 **Conduct of Volunteers.** A Volunteer will at all times conduct themselves in a manner that:
- a) Supports the objectives of the CAND;
 - b) Serves the overall best interests of the CAND;
 - c) Respects principles of fairness and due process;
 - d) Demonstrates respect for individuals and human rights;
 - e) Respects and gives fair consideration to diverse and opposing viewpoints;
 - f) Demonstrates due diligence and dedication in preparation for, and attendance at, meetings
 - g) Demonstrates prudent judgement, honesty, integrity, transparency, and openness in their activities as a Volunteer;
 - h) Conforms with the By-laws and policies of the CAND.

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SECTION 3 – CONFLICT OF INTEREST GUIDELINES

- 3.01 **Integrity.** These guidelines are intended to ensure the highest standards and maintenance of the integrity of the CAND. Volunteers, in the discharge of their role, shall act in the best interests of the CAND and shall perform their duties in such a manner that promotes confidence and trust in the integrity, objectivity, and impartiality of the CAND.
- 3.02 **No Pecuniary Benefit.** No Volunteer shall directly or indirectly receive any profit from their position as such, provided that, notwithstanding anything herein contained to the contrary, Volunteers may receive reimbursement for reasonable expenses incurred by them in the performance of their duties, such reimbursement to be pre-approved in writing by the CEO.
- 3.03 **Definitions of Conflict of Interest**
- a) A conflict of interest refers to situations in which personal, occupational or financial considerations may affect, or appear to affect, a Volunteer's objectivity, judgement or ability to act in the best interests of the CAND and includes but is not limited to conflicts as described in subsection 3.04 hereof.
 - b) A conflict of interest may be real, potential or perceived in nature.
 - c) Full disclosure, in itself, does not remove a conflict of interest.
- 3.04 **3.04 Examples.** The following examples constitute Conflicts of Interest under this Policy:
- a) Any circumstance that may result in a personal or financial benefit to a Volunteer or their family, business associate, or friend. This includes but is not limited to, accepting payment for services rendered to the CAND other than payment for services of a Volunteer as permitted in this policy, including contracted work or honoraria; or accessing financial or other resources for personal use, i.e. transportation, training costs, supplies, equipment, etc.
 - b) Personal interests which conflict with the interests of members of the CAND or are otherwise adverse to the interests of the CAND.
 - c) Seeking, accepting, or receiving any personal benefit from a supplier, vendor, or any individual or organization doing or seeking business with the CAND.
 - d) Being a member of the board or staff of another organization that might have material interests that conflict with the interests of the CAND or its members, and dealing with matters on one board that might materially affect the other board.
 - e) Any involvement in the hiring, supervision, grievance, evaluation, promotion, remuneration, or firing of a family member or business associate of the Volunteer.
- 3.05 **Principles for Dealing with Conflict of Interest**
- a) Volunteers must openly disclose a potential, real, or perceived conflict of interest as soon as the issue arises and bring it before the Board or the CEO to deal with the issue.
 - b) If the Volunteer is not certain whether they are in a conflict of interest position, the matter may be brought before the Chair of the Board or the CEO for advice and guidance.

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c) If there is any question or doubt about the existence of a real or perceived conflict of interest, the Board will determine by majority vote if a conflict exists. The Volunteer, who is potentially in the conflict of interest, shall be absent from the discussion and voting.

d) It is the responsibility of other Volunteers who are or may be aware of a real, potential, or perceived conflict of interest on the part of a fellow Volunteer to raise the issue for clarification, first with the Volunteer in question and, if still unresolved, with the Chair of the Board or CEO.

e) The Volunteer must abstain from participation in any discussion on the matter, shall not attempt to personally influence the outcome, shall refrain from voting on the matter, and, unless otherwise decided by the Board, must leave the meeting for the duration of any such discussion or vote.

f) The disclosure and decision as to whether a conflict exists shall be duly recorded in the minutes of the meeting. The time the Volunteer left and returned to the meeting shall also be recorded.

3.06 **Gifts and Hospitality.** Volunteers shall not directly or indirectly offer or accept cash payments, gifts, gratuities, privileges, or other personal rewards, which are intended to influence the activities or affairs of the CAND. Volunteers may, however, give or receive modest gifts or hospitality as a matter of general and accepted business practice, provided the foregoing does not include cash or other negotiable instruments and provided further proper accounting of any such expenses is made.

3.07 **3.07 Complaints and Disputes Involving Volunteers**

a) The Executive Committee, in a meeting duly called for the purpose, shall review any complaints that a Volunteer has violated any provision of the CAND's By-laws or policies in accordance with the CAND By-laws.

b) The Executive Committee shall similarly review disputes between Volunteers that interfere with the ability of the Board, or staff, to carry on its affairs.

c) Complaints of a grave nature may be referred to an independent third party for mediation.

d) Allegations of illegal activity shall be immediately referred to the appropriate authorities for investigation. Any Volunteer against whom such allegations have been made shall take a leave of absence from their role pending completion of the investigation.

e) The review of such complaints or disputes shall include an opportunity for the Volunteer concerned to present their position. Executive Committee members who originate or are the subject of such complaints or disputes must declare their conflict and recuse themselves from such meetings (but shall nonetheless be counted as part of the quorum).

f) Every attempt should be made to resolve such matters expeditiously and fairly.

g) The recommendations regarding resolution of such matters shall be brought to the Board for approval.

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h) The ruling of the Board shall be final. If the Volunteer refuses to abide by the ruling, the Board may table the matter pending the determination of disciplinary action. Such action may include formal or informal censure by the Chair or the Board, suspension, a request for the Volunteer's resignation or a resolution removing the person as a Volunteer.

SECTION 4 – CONFIDENTIALITY

- 4.01 **Confidential Information.** It is the responsibility of Volunteers to know what information is confidential and to obtain clarification when in doubt. Except as they may be compelled by applicable legal process, a Volunteer must, both while having and after ceasing to have that status, treat as confidential all information regarding the policies, internal operations, systems, finances, membership, business or affairs of the CAND obtained by reason of their status as a Volunteer and not generally available publicly. A Volunteer shall not use information obtained as a result of their involvement with the CAND for their personal benefit or that of a constituent organization. Each Volunteer shall avoid activities which may create the appearance that they have benefited from confidential information received during the course of their duties as a Volunteer.
- 4.02 **Confidentiality, Conflict of Interest and Code of Conduct Policy.** Each Volunteer is required to review and agree to comply with this policy as indicated by their signature below.

I, _____, a Volunteer of the Canadian Association of Naturopathic Doctors/Association canadienne des docteurs en naturopathie declare that I have read, understood and agree to comply with the CAND's Policy on Confidentiality, Conflict of Interest and Code of Conduct.

Signature: _____ Date: _____