



INDO-CARIBBEAN CANADIAN ASSOCIATION

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Volunteer and Member Code of Conduct of the Indo-Caribbean Canadian Association

Adopted: March 2024

Approver: Management Board of the Indo-Caribbean Canadian Association

The Indo-Caribbean Canadian Association (ICCA) is committed to fostering a positive and inclusive work environment that upholds the values of respect, integrity, and collaboration. This Code of Conduct outlines the expectations and responsibilities of all individuals, including volunteers, and members, to uphold these values and maintain a harmonious and productive association. By becoming a member of ICCA, individuals agree to adhere to this Code of Conduct.

CORE PRINCIPLES

1. Respect and Inclusivity:

As part of our commitment to respect inclusivity, all participants are responsible for fostering an inclusive environment that respects diversity and promotes understanding among individuals of different backgrounds. Expectation to conduct oneself toward members, volunteers, guests, and participants with respect and dignity, regardless of their background, ethnicity, religion, gender, or any other characteristics to ensure that we are sensitive and responsive to others' beliefs, culture and background.

2. Integrity and Honesty:

Responsibility to the people we serve to our community and to each other, to ensure that positive outcomes for all form the basis of our decisions and conduct. Actively conduct all activities with honesty and integrity, exemplifying the principles of transparency and accountability in all interactions related to ICCA. This includes openly communicating relevant information, taking responsibilities for our actions, and consistently adhering to ethical standards. By upholding these principles, fostering trust and credibility within our organization and with our stakeholders, contributing to the success and reputation of ICCA.

3. Collaboration and Teamwork:

Work collaboratively with other members, volunteers, and the leadership team to achieve the goals and objectives of ICCA. Support efforts to encourage open communication and constructive feedback to enhance the effectiveness of the association.

4. Compliance with Policies and Regulations:

Abide by all applicable laws, regulations, and ICCA policies. Report any concerns related to ethical or legal violations promptly to the appropriate authorities or ICCA leadership.

5. Confidentiality:

Respect the confidentiality of sensitive information (i.e. financial, operational, personal data, etc.) obtained through involvement with ICCA. Refrain from disclosing confidential information without proper authorization. Intentional acts to violate confidentiality and respect for open dialogue in the organization will initiate an investigation lead by the Chair, pending the outcome, a determination by



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the Management Board will determine course of action, which could lead to immediate removal as a volunteer and/or any further involvement with the organization.

6. Responsible Stewardship:

Exercise responsible stewardship of ICCA resources, including financial, material, and human resources. Report any misuse or mismanagement of resources promptly to ICCA leadership.

7. Professionalism:

Maintaining a high standard of professionalism is crucial for upholding the reputation and integrity of the Indo-Caribbean Canadian Association within the community and the broader public. Professionalism encompasses a range of behaviors, attitudes and attributes that demonstrate respect, competence and ethical conduct in all interactions and activities associated with ICCA.

Positive Image: Upholding a positive image of ICCA involves representing the organization in a manner that reflects its value, mission, and commitment to excellence. Members are ambassadors of ICCA and play a vital role in shaping the public perceptions through their words, actions, and affiliations. ICCA's positive image is closely tied to its reputation, which is influenced by how the organization is perceived by various stakeholders, including members, partners, donors, and the general public. Upholding a positive reputation requires consistent efforts to demonstrate integrity, transparency, and accountability in all organizational activities and community engagements.

Professional Conduct: Conducting oneself in a professional manner entails adhering to established norms, protocols and codes of conduct during all ICCA activities and events. This includes demonstrating punctuality, preparedness and adherence to organizational policies and procedures.

Ethical Responsibility and Accountability: Taking responsibility for one's actions, words, and decisions is a fundamental aspect of professionalism and accountability. Members are accountable for upholding ethical standards, integrity, and transparency in their dealings with stakeholders, both within and outside ICCA. Members are expected to demonstrate honesty, fairness and ethical behavior in all interactions and transactions while upholding integrity as a representative of ICCA.

Conflict Resolution: Handling conflicts and disagreements professional and constructively is essential for maintaining harmonious relationships and fostering a positive environment within the organization. Members are encouraged to seek resolution through dialogue, mediation, or consultation with ICCA leadership when conflicts arise when a solution is not reached on an individual level.

Uphold a positive image of ICCA in the community and broader public. Conduct oneself in a professional manner during all ICCA activities and events. We take responsibility for our words, actions and decisions to ensure that the goals of ICCA are successfully achieved.

8. Non-Partisan Behaviour:

Volunteers and members shall respect the values and beliefs of others and not leverage any part of the organization, including communication tools, to further a partisan interest, including but not limited to support for a political party, candidate, or political initiative.



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9. Non-Discrimination and Anti-Harassment:

Refrain from engaging in discriminatory practices or harassment of any kind. Report any instances of discrimination or harassment to ICCA leadership for appropriate action. Acts of discrimination, including but not limited to racism, sexism, homophobia, biphobia, transphobia, xenophobia, or any violation of the Safe Space and Inclusion Policy could lead to immediate removal as a volunteer and/or any further involvement with the organization. [More in Harassment and Bully]

10. Conflict Resolution:

Address conflicts with a constructive and solution-oriented approach. Seek mediation or involve ICCA leadership, including but limited to the Chair of the organization or a Vice-Chair if incident involves the Chair, when conflicts cannot be resolved independently.

11. Continuous Learning:

Embrace opportunities for learning and growth within ICCA. Share knowledge and skills to contribute to the development of the association and its members.

CONFIDENTIALITY

Members and volunteers of ICCA may have access to sensitive information and proprietary materials that are essential to the operation and success of our organization. It is imperative that all members and volunteers respect the confidentiality of such information and maintain the trust and integrity of ICCA.

This Confidentiality Clause outlines responsibilities members and volunteers regarding the handling of confidential information:

Definition of Confidential Information

Confidential information includes, but is not limited to, any non-public information related to ICCA's operations, finances, strategies, programs, projects, partnerships, members, volunteers, staff, donors, stakeholders, and any other proprietary or sensitive information disclosed or obtained in the course of your involvement with ICCA.

Confidentiality Obligations

Non-Disclosure: Members and volunteers shall not disclose, divulge, or share any confidential information with any third party without prior authorization from ICCA's Management Board or Chair.

Use of Information: Members and volunteers shall use confidential information solely for the purpose of fulfilling your duties and responsibilities as a member of ICCA and shall not use such information for personal gain or benefit.

Protection of Information: Members and volunteers shall take reasonable measures to safeguard confidential information from unauthorized access, disclosure, or misuse. This includes maintaining the



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confidentiality of physical documents, electronic files, passwords, and any other means through which confidential information is stored or accessed.

Limitation on Access: Members and volunteers shall only access or use confidential information on a need-to-know basis and shall not access or request access to information beyond what is necessary to perform duties and responsibilities within ICCA.

Return or Destruction of Information: Upon the termination of your membership with ICCA or at the request of ICCA's Management Board, you shall promptly return or destroy all confidential information and any copies thereof in your possession or control.

Exceptions to Confidentiality

Confidentiality obligations do not apply to information that:

- Is publicly available through lawful means and without breach of this Confidentiality Clause.
- Is required to be disclosed by law, regulation, or court order, provided that you notify ICCA's Management Board promptly upon becoming aware of such requirement.

Acknowledgment and Agreement

By becoming a member or volunteer of ICCA, it is acknowledged and agreed to abide by the terms of this Confidentiality Clause. Members and volunteers understand the importance of maintaining the confidentiality of ICCA's information and recognize the consequences of breaching this obligation.

HARASSMENT AND BULLYING

ICCA is committed to providing a safe, inclusive, and respectful environment for all members, volunteers, staff, and participants. We do not tolerate any form of harassment, including but not limited to harassment based on race, ethnicity, gender, sexual orientation, disability, religion, age, or any other protected characteristic. Harassment in any form undermines our organizational values and mission and will not be tolerated.

Definition of Harassment

Harassment includes any unwelcome conduct, comments, gestures, or actions that offend, intimidate, humiliate, or create a hostile or uncomfortable environment for others. This may include, but is not limited to the following definitions of harassment and bullying:

Verbal harassment, refers to any unwelcome or offensive communication directed towards an individual, including derogatory remarks, slurs, insults, threats or comments that demean or belittle a person based on their race, ethnicity, gender, sexual orientation, or other protected characteristics that is intrinsic to an individual's identity.

Physical harassment, involves any unwelcome physical contact or gestures that infringe upon an individual's personal space or bodily autonomy. This may include unwanted touching, grabbing, hitting,



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pushing, or other forms of physical aggression that cause discomfort, fear, or harm to the recipient, including invasion of their personal space.

Visual harassment, encompasses situations where individuals are exposed to offensive images or inappropriate visual materials, or displays that have the effect of creating a hostile or uncomfortable environment. This form of harassment can manifest through the presentation of offensive or explicit images, symbols, gestures, or materials which specifically target or discriminate against individuals based on their protected characteristics which is intrinsic to an individual's identity, such as race, ethnicity, gender, or sexual orientation. Examples may include, but are not limited to, the public display of derogatory images or symbols that promote stereotypes or prejudice against certain groups, or the dissemination of discriminatory materials that propagate harmful attitudes or beliefs.

Sexual harassment, occurs when individuals are subjected to unwelcome sexual advances, requests for sexual favors, or other verbal, non-verbal, or physical conduct of a sexual nature that create a hostile, intimidating, or offensive environment for the recipient. This includes inappropriate comments, gestures, or behaviors that exploit power dynamics or violate the recipient's autonomy of consent or boundaries.

Psychological harassment, refers to behaviors or actions that inflict emotional or mental harm on individuals, creating a hostile, intimidating, or demeaning environment. This can be manifested through various means, including manipulation, gaslighting, coercion, or psychological abuse. Other examples include manipulative tactics aimed to controlling or influencing an individual's thoughts, feelings, or behaviors with the intent of gaining an opportunistic advantage over an individual, pressuring individuals to comply with demands or expectations using fear.

Bullying or cyberbullying, refers to the use of intimidating, threatening, or humiliating behavior conducted through electronic communication channels. This form of harassment can occur through various digital platforms, including social media, mobile messaging apps, email, online forums, or gaming networks. Examples may include, but are not limited to, sending derogatory or threatening messages, spreading rumors or false information, sharing non-consensual or embarrassing photos or videos, or excluding individuals from online groups or conversations.

Microaggressions are subtle, and often unintentional expressions of bias or discriminations that communicate derogatory or negative messages to individuals based on race, ethnicity, gender, sexual orientation, disability, or other forms of identity. This form of bullying can have a cumulative and significant impact on the well-being and sense of belonging. Other examples may include, but are not limited to, statements or gestures which invalidate or marginalize the experiences or identities of individuals, comments or actions that reinforce stereotypes and assumptions about race or ethnicity, which includes remarks or behaviors that reinforce traditional gender roles or stigmatize individuals with disabilities.



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Reporting Procedures

Any individual who experiences or witnesses harassment is encouraged to report it promptly to the designated process outlined by Management Board. Reports may be made verbally or in writing, and confidentiality will be respected to all extents possible, which will ensure the full consent of the reporting individual on how information may be used or disclosed and the course of action. Upon receiving a report, the designated resource(s) assigned by the Management Board will through appropriate due diligence conduct a thorough investigation, taking appropriate action and/or report appropriately to the Management Board on how to address and resolve the situation in consultation with the person(s) who filed the complaint or report.

Consequences of Harassment

Harassment violates the principles of respect and dignity that ICCA upholds. A report will initiate an investigation lead by the Chair, pending the outcome, a determination by the Management Board will determine course of action individuals found to have engaged in harassment may be subject to disciplinary action, up to and including termination of membership or affiliation with the organization. ICCA reserves the right to take further legal action if warranted.

Non-Retaliation

ICCA prohibits retaliation against individuals who report harassment or participate in an investigation. Retaliation is itself a form of harassment and will be treated as a separate violation of this policy.

By adhering to this policy, members, volunteers, staff, and participants contribute to creating a safe and respectful environment where everyone can thrive. Together, we uphold the values of dignity, inclusion, and mutual respect that are central to ICCA's ethos.

CONSEQUENCES OF VIOLATIONS

Violations of this Code of Conduct may result in disciplinary action, including but not limited to warnings, suspension, or termination of membership and/or participation, as deemed appropriate by ICCA Management Board. The Chair of ICCA reserves the right to immediate termination of membership or affiliation with the organization.

By becoming a member of ICCA, individuals acknowledge their commitment to upholding the principles outlined in this Code of Conduct.