

ALTERHEROS

Code of ethics and deontology

Object

The code of ethics is the set of rules of conduct, within normative reasoning that we use to orient and guide the people implicated within the AlterHeros organization, in their moral decisions. It is important to understand that the code of ethics can be applied in situations that can be outside of the normal activities proposed by AlterHeros. The factors of time, as well as particular situations, determine the degree in which individuals are linked to their functions or their actions at AlterHeros.

Engagement

Administrators, volunteers, members and personnel are committed to respect the ethics of the organization and the ethical rules that are applicable.

Ethics

The ethic is the set of specific values and means of action used by the organization upon which the rules of conduct are founded. These values are:

- Equality
- Honesty
- Inclusion
- Integrity
- Liberty of expression
- Respect

The means of action are:

- Collaboration
- Consecration
- Education
- Mutual aid, listening and support
- Sharing

The obligation of members, volunteers and administrators

For the better of the community, we, the administrators, the volunteers and the members of AlterHeros, recognize entirely our responsibilities and our collective and individual obligations towards ourselves, the organization, the public and the clientele served by the organization.

Our obligations toward the public

Towards the public, we, the administrators, the volunteers and the members, are committed to respect the AlterHeros mission which is to:

- Informing and Educating the youth, parents, family, and friends through the sharing, and dissemination of information
- Providing Aid and Support by posing, clarifying and responding to questions, and by creating a mutual aid network

- Creating a community where the youth can share, exchange, contribute, make contacts and connect with others.

Our obligations toward our clientele

Towards all those AlterHeros serves, we, the volunteers and the administrators, are committed:

- To ensure the confidentiality of the information gathered
- To show the most respect to individuals :
 - Respect the confidentiality of the information we receive;
 - Respect the customs and beliefs of all religions or rites;
 - Respect the clientele's values;
- To show empathy, courtesy and politeness;
- To not judge;
- To not use, in any situation, our position of privilege or authority;
- To recognize the limits of our knowledge and to being able to refer the clientele to appropriate resources;
- To avoid conflicts of interest and personal advantages.

Our obligations toward the organization and the members

Towards the organization and its members, we, the volunteers and the administrators, are committed to:

- Voluntarily fulfill to the best of our abilities the task that we are assigned. The administrators have the right, according to the policies being applied, to the reimbursement of their expenses linked to the exercise of their functions;
- Avoid conflicts of interest and personal advantages linked to our functions;
- Ensure the control and respect over resources that we are responsible for;
- Respect the organization's rules and policies;
- Ensure the confidentiality of the information received by our peers and confidential information linked to the organization;
- Maintain a harmonious working climate with our peers;
- Not talk about AlterHeros in a negative light to other individuals or organizations;
- Not implicate AlterHeros in acts deemed to be illegal in the sense of common Canadian laws;
- Maintain and improve are professional knowledge linked to our functions.

Derogations to the code of ethics or deontology

- Anyone can bring a complaint against the conduct of a member of the organization;
- All reports of violation to the code of ethics are submitted to the administration (board of directors) who takes the appropriate measures to ensure public confidence towards the organization;
- The person to whom the complaint has been filed can ask to be heard in front of the administration (board of directors).
- The person to whom the conduct is being questioned can be reprimanded immediately, this may include but is not limited to: a limitation of tasks (to protect this person from possible repeat of the action) and/or temporary suspension, and/or termination of their membership or administrative privileges.

As a member, administrator, employee, intern, volunteer or observer, I confirm having read and understood the *Code of ethics and deontology*. I accept to respect them to the best of my abilities.

Approved by the administration on November 28th 2004.