

# CODE OF ETHICS AND CONFIDENTIALITY



Fédération des familles d'accueil  
et ressources intermédiaires  
du Québec

# TABLE OF CONTENTS

## **PREAMBLE**

## **DEFINITIONS**

### **1 FOUNDATIONS**

- 1.1 Our mission
- 1.2 Our values
- 1.3 Our identity
- 1.4 Logotype

### **2 RESPONSIBILITY**

- 2.1 Public Relations
- 2.2 Compliance to laws and regulations
- 2.3 Media Social

### **3 WORKPLACE**

- 3.1 Dress and appearance
- 3.2 Drugs and alcohol
- 3.3 Harassment
- 3.4 Discrimination

### **4 PROFESSIONAL PRACTICES**

- 4.1 Conflicts of interests
- 4.2 Gratification
- 4.3 Preferential treatment
- 4.4 Gifts and courtesies
- 4.5 Contract

### **5 CONFIDENTIALITY**

- 5.1 Confidential information
- 5.2 Use of information
- 5.3 Access to information

### **6 APPLICATIONS**

- 6.1 Responsibility
- 6.2 Consultation
- 6.3 Reporting
- 6.4 Derogation
- 6.5 Sanction
- 6.6 Notice
- 6.7 Coming in force



## PREAMBLE

This present preamble result from the mission of the Fédération des familles d'accueil et ressources intermédiaires du Québec (FFARIQ) as described in our General Regulations. Our mission is as follows :

**The FFARIQ undertakes to defend and ensure respect for the rights and interests of its resources while ensuring the improvement of their working conditions.**

Apart obligations arising from legal and regulatory, the FFARIQ has adopted ethical rules aimed at ensuring honest and responsible behavior from the **administrators, elected members and staff** in the respect of own values to FFARIQ, that is **trust, engagement, respect, service to members and leadership.**

This code applies to members of the executive council, **members of the board of directors, regional committee members, staff and to all persons acting on behalf of the FFARIQ.** Each of them undertakes to respect these provisions.

**Note : The masculine is used to simplify the text, however substitution may be necessary where appropriate and vice versa.**

## DEFINITIONS

The following expressions and words when used in this Code, have the following means, unless the context otherwise requires :

« **EC** » means the **executive council**. This is made up of the provincial president, provincial vice-president, provincial treasury and the provincial secretary;

« **CA** » designates **members of the Board of directors** and is made up of the EC members and 1 administrator per region;

« **Administrator** » is the person who represent his region on the Board and who have the right to vote;

« **Regional committee** » consists of a president, vice-president, a treasury, a secretary, a director and an administrator who is appointed among the elected regional committee members, to this is added if necessary, a support agent and / or a liaison agent;

« **Staff** » designates any person receiving a remuneration whether governed by the collective agreement, work contract or a service agreement;

« **Representative** » includes any person who works or represent the FFARIQ. It included the EC, CA, regional committee and staff;

« **Deliberation** » means the period when a meeting comprising both discussions on a subject and a decision regarding it;

« **Entity** » designates any person, including, legal person and any organization, association or group;

« **FFARIQ** » designates the Fédération des familles d'accueil et ressources intermédiaires du Québec.



# 1. FOUNDATION

## 1.1 OUR MISSION

The only group exclusively dedicated to the defense and support of foster families in Québec. Our mission is clear and precise;

**The FFARIQ undertakes to defend and ensure respect for the rights and interests of its resources while ensuring the amelioration of their working conditions.**

It's a double mission, because defending the rights and interests of foster families before the institutions is one thing and improving their work conditions is another. On the other hand, the two pôles meet, because often the discomforts experienced by the foster families are due to inappropriate regulations.

## 1.2 OUR VALUES

As foster families are made up of people with deeply human values, whose compassion extends to daily and unwavering commitment, the values of the FFARIQ could only be inspired by them. For good reason : our host families are simply inspiring...

These values, grouped under five major themes, are those that we bring to life in all areas of kindness, ranging from the care given to the children we protect to the services offered to the families we support.

### Trust

Trust is earned through integrity and empathy. She is the creator of authentic links.

### Commitment

Commitment is expressed through conviction, solidarity and loyalty. It translates into availability.

### The respect

Towards oneself and towards our peers, respect is lived and proven by our words and actions. It prescribes active listening.

### Helpfulness

Quality, reliable, personalized services marked by loyalty. Services that create a "wow" experience for host families and children alike.

### The leadership

Project people, we research and analyze information. People of vision, we are on the lookout for new trends, all those that can have a positive impact on our activities.



1.3 OUR IDENTITY



1.4 THE LOGOTYPE

The FFARIQ logotype represents the kindness of the adult towards the child he has taken under his wing. Its colors are soft, warm, as enveloping as our host families are on a daily basis.

To this logotype is added a statement that reflects our historic role : to offer **defense, caring and support in a 100 % human way!** to all host families who are members of our federation.

**Defense of their rights**, whether to settle litigations or to improve their working conditions;

**Caring towards them**, because they deserve to be as protected as the children they protect;

**Daily support** so that they find an answer to all the needs that arise ;

**In 100 % human way**, because all people who work at the FFARIQ are imbued with understanding, empathy and even gentleness, many of them being host families themselves.

This identity is a reflection of who we are : a union, of course, but also a large family that works daily to improve the working conditions of foster families, whatever their category, whatever the region where they are located.



## 2. RESPONSIBILITY



### RESPECT FOR THE ORGANIZATION

- a) You must abstain from making comments or expressing opinions that could harm the interests, image or reputation of the FFARIQ.

All representatives shall abstain from making anything public that is likely to discredit the quality of services of FFARIQ or to harm the image.

All representatives who have knowledge of a fact which, in their judgment, may be a violation, falsification of documents or data, dishonest act or irregularity, are required to report it to the ethics committee.

- b) You must take necessary measures to that a disagreement involving the interests of the FFARIQ retains private.

- c) You must ensure that you do not prejudice the interests, image or reputation of the FFARIQ when you carry out activities within or outside your duties or your employment.

- d) You must not, in any way, give the impression that you are speaking on behalf of the FFARIQ, unless you have received authorization to do so.

The obligations provided for in this article remain after you have stop occupying your function or your employment.

**2.1 PUBLIC RELATIONS**

The representatives shall ensure that their possible outdoor activities have no negative impact on the fulfillment of their obligations and do not harm the image of the FFARIQ. Unless authorized to do so, they cannot express opinions or make statements that could be interpreted as official statements of the FFARIQ.

In the event of a writing request article and / or of opinion, a radio interview and / or TV the representatives will need to forward all the information to the provincial president. This one will make the link with the communications firm that processes requests.

**2.2 COMPLIANCE WITH LAWS AND REGULATIONS**

The representatives must at all times and in all circumstances act in compliance with laws and regulations, demonstrate honesty, transparency, and avoid any form of discrimination.

**2.3 SOCIAL MEDIA**

The FFARIQ recognizes the importance of utilization of social media (Facebook, YouTube, Twitter, Instagram, LinkedIn, applications, blogs, etc.) as tools for people to communicate, share and transmit the information efficiently and quickly. However, the use of social media, even personal, involves certain risks which can tarnish the reputation of the FFARIQ. Indeed, the speed of communication of social media, the level of interactivity of its users, as well as the borderless access that they provide, require extra caution.

The distinction between personal and professional life becoming thinner with the use of social media, when a representative uses social media for personal purposes or participates in an external collaboration site, he must use his personal email address, speak in his name and never display themselves as a spokesperson authorized by the FFARIQ. The representative may however specify on his profile that he works for the FFARIQ, but must abstain from making any statement that could harm the image of the FFARIQ. We remind that the obligations of confidentiality and loyalty towards the FFARIQ apply at all times and in all places and that representatives are expected to be rigorous in their communications in addition to being respectful towards the FFARIQ and its members, present and past.

Never post or share any discriminatory, offensive or inappropriate content or comments on social media. Always be aware of the reality of social media : everything that is put online is permanent and has a global reach.





## 3. WORK ENVIRONMENT



### 3.1 DRESS AND APPEARANCE

Representatives must wear proper outfit during their duties, depending on the event.

### 3.2 DRUGS AND ALCOHOL

Regarding the use of drugs and / or alcohol, the FFARIQ wishes to offer all of its representatives a safe, healthy and productive work environment. To do this, it considers that a work environment free of alcohol and drugs is essential to preserve the professionalism of FFARIQ. Possession, consumption, distribution, sharing, purchase or sale of legal and illegal drugs and alcohol when the representative is performing a work performance, when he is at the workplace or when he is called upon to return to the workplace are prohibited.

Each representative has full responsibility to be not only able and willing to perform his work, but also to perform it in a professional manner. No representative who has consumed a substance that alters their physical and / or psychological capacity to perform their work in a professional manner will not be tolerated.





**3.3 HARASSMENT**

All representatives have the right to have a workplace free from harassment and the FFARIQ ensures, as far as possible, that no representative is subjected to it. It is also the responsibility of each representative to report any situation of harassment or violence.

The FFARIQ applies a “ zero tolerance ” approach according to which harassment in any form is not tolerated and can result in timely and appropriate disciplinary action, up to and including termination or revocation. A representative who believes that he is victim of harassment should speak to the person to let him know that he believes that there is a conflict or abuse and ask him to stop the behavior immediately. If the person committing the harassment is not available or if the behavior or actions persist, the representative must report the situation directly to the ethics committee.

**3.4 DISCRIMINATION**

The Federation is committed to provide equal access to employment without regard to race, color, religion, sex, pregnancy, marital status, ethnic or national origin, age (except to the extent provided by law), political beliefs, language, social condition, disabilities or the means to overcome these disabilities, sexual orientation and gender diversity, provided that the person is able to perform the tasks related to his position.

The Federation considers that all humans are equal and that they should be treated and treat each other with respect. The Federation is committed to combating all forms of prejudice and discrimination within its company. As a result, it is forbidden to discriminate on the basis of the personal characteristics of a representative, a candidate or any other person with whom the Federation does business.



## 4. PROFESSIONAL PRACTICES



### 4.1 CONFLICTS OF INTEREST

The representatives must keep at all times their independence and their impartiality. They must avoid placing themselves in real conflict of interest situation, potential or apparent pecuniary or moral nature. There is a conflict of interest when a representative has a private or personal interests which may or appear to influence the impartial and the purpose of its functions.

The representatives must avoid being in a situation that influence or gives the power of decision of its functions to the benefit or appear to benefit from the advantage for himself, for a person related to him, for an entity that he represents or of which he is a part, for his family or the circle of his friends and acquaintances.

As soon as they notice that they are in a conflict of interest situation, the representatives must report it, abstain from voting or make a decision, to exert influence such a vote or such a decision. They must also, if necessary, withdraw from the meeting for the duration of the deliberations on the subject that place them in a conflict of interest situation.

Mention of the declaration of the conflict of interest situation must be made to the ethics committee which will assess the situation and submit the recommendations to the provincial presidency. This one will take a decision and present it to the board of directors.



#### 4.2 GRATIFICATION

The representatives should not accept or solicit any gratification for themselves or a third party, whatever the nature or origin, whether the acceptance of such gratuity is likely to taint their objectivity or influence their judgment in the performance of their duties. In the same way, it is prohibited for representatives to offer a bonus for the purpose of influencing a decision or transaction.

#### 4.3 FAVORITE TREATMENT

As an administrator and elected, you must refuse and bring to the attention of the committee of ethics any preferential treatment request made to you in exchange for immediate and future benefits for yourself or for a third.

As an employee, you must refuse and bring to the attention of the provincial president any preferential treatment request made to you in exchange for immediate and future benefits for yourself or a third party.

#### 4.4 GIFTS AND COURTESY MARKS

##### a) Cash gifts

As part of his duties, a representative must not accept or solicit any gift in cash, by check or negotiable values in money for himself, a related person or a third party, except regional and provincial social activities.

##### b) Other gifts and courtesies

Other courtesies and modest gifts such as hospitality, tickets to sporting or cultural events or other benefits may be accepted by a representative if offered in a spirit of professional courtesy and healthy relationships. business. The representative must ensure that the gift or the courtesy does not affect his objectivity nor influence his judgment. The representative must consult the ethics committee, responsible for ethics and professional conduct if the situation in which he finds himself raises doubts.

#### 4.5 CONTRACT

Any contract for the supply of goods and services concluded by the FFARIQ with an employee, an administrator, an elected member or a legal person controlled by an administrator or an elected member must first have been the subject of a call for tenders, a call for proposals or a request for quotation. It must be done under favorable conditions for the FFARIQ or at least competitive and approved by the ethics committee.



# 5. CONFIDENTIALITY



## 5.1 CONFIDENTIAL INFORMATION

You should never disclose confidential information, unless proper authorization, including the written consent of a member or a customer, or unless the disclosure is permitted or required under legal provision.

Any representative must strictly respect the confidential nature of information to which he may have access and must communicate it only to persons authorized to know it, unless required to do so by the law.

You should only access confidential information required by your duties and only to the extent required by your duties.

You must not use confidential information for your own benefit or that of another person.

Constitutes confidential information :

- a. Any information that a representative is formally required to keep secret;
- b. Any information submitted to representative in circumstances allowing him to deduct shall be kept confidential;
- c. Any information of a strategic nature relating to the FFARIQ which, if it were known to an entity external to the FFARIQ, would be likely to provide it with any advantage or compromise the realization of an action by the FFARIQ;
- d. The content deliberations of the meetings of the FFARIQ board of directors, executive committee, regional committees, CLC / disagreements committee, finance committee, ethics committee, etc.

The obligations mentioned in this article remain even after you stop occupying your function or your employment.



## **5.2 USE OF INFORMATION**

Any representative must not make use of confidential information or information relating the affairs of the FFARIQ for his own benefit or that of a third party or to the detriment of the interests of the FFARIQ, even after having stop occupying his function or his employment, as the case may be, for a period of two years.

## **5.3 ACCESS TO INFORMATION**

Access to information is restricted to representatives whose functions at the FFARIQ require them to have access to it and only to the extent required by their functions.



## 6. APPLICATION OF THE CODE



### 6.1 RESPONSIBILITIES

The FFARIQ board of directors is responsible for the content of this code and its implementation

The FFARIQ makes this code available to elected members and informs them of any changes as soon as possible.

All representatives are responsible to apply this code. They must sign a formal commitment by which they acknowledge having read it.

### 6.2 CONSULTATION

If, as a representative, you are faced with an ethical issue, an ethical situation or you have a question on the interpretation or application of the principles and rules, you should consult the ethics committee, which can, if necessary, call on the provincial president of the Federation to obtain opinions, advice, recommendations or observations that the committee can then take into consideration, at its discretion.

### 6.3 REPORTING

As a representative with knowledge of a fact which, in your judgment, may constitute an exception to the principles and rules of conduct, you have the responsibility to report it :

- a) by contacting the ethics committee;
- b) by using the mechanism set up by the FFARIQ.

The necessary measures will be taken to ensure confidentiality and protect the identity of the person making the report. No retaliatory action will be taken against a representative who, in good faith, has made such a report.





**6.4 DEROGATION**

Any derogation from the principles and rules of this code should be treated with care, with respect for people and confidentiality, by the ethics committee or the provincial president.

Any derogation from the principles and rules of this code as well as any obstacle to the exercise of the functions of the ethics committee and the provincial president, may result in sanctions or disciplinary action depending on the severity of the situation and the consequences of it.

The sanctions or disciplinary actions depending on the severity of the situation and the consequences thereof will be suggested by the ethics committee to the board of directors which will make decision on action to take.

**6.5 SANCTION**

The representative who does not respect one or the other articles of this code may be deprived of his duty. We will proceed by referring to article 5.11 of the General Regulations of the FFARIQ for elected members. For employees, we will proceed by referring to the collective agreement.

**6.6 NOTICE**

Any representative who has a question about an article of this code can request the FFARIQ's opinion by contacting the ethics committee.

**6.7 COMING INTO FORCE**

This present code of ethics and confidentiality comes into force as soon as it is adopted by the board of directors and remains so until it is modified or canceled by the board of directors of the FFARIQ.



This code of ethics and confidentiality was adopted by the board of directors on December 5, 2020 .

I, the undersigned

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Acknowledge having read this Code of Ethics and Confidentiality on [insert date]

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I declare that I occupy the following position (s) :

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Position

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Region

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Witness name

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Date

