



Volunteer Management
PROFESSIONALS OF CANADA
PROFESSIONNELS EN
gestion de bénévoles
DU CANADA

Dimension of Ethical Conduct *for Volunteer Management Professionals*

For further information on this subject or others related to the field of
Volunteer Resources Management, please visit: www.vmpc.ca

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Également disponible en français

Definitions:

Values:	Core beliefs that guide actions.
Integrity:	Compatibility between actions and values.
Ethics:	A particular code of values.
Collective Standards:	Particular methods of practice.
Code of Ethics:	Formal rules which govern behaviour of a group.
Policies:	Guidelines for behaviour in particular situations.

Core Values:

- Citizenship
- Accountability
- Respect
- Fairness/Equity
- Trust



1. Citizenship:

Volunteer Management Professionals are committed to volunteerism as a positive force for responsible citizenship, social action, quality services, and healthy communities and civil society. We believe that volunteerism makes our society more just, compassionate, and caring. As Volunteer Management professionals, we strive to demonstrate the value of volunteerism to the community, the volunteers, our organization, clients, staff, and within our profession by:

- being an effective advocate of volunteerism to the public;
- valuing and recognising the contribution of each volunteer;
- developing Volunteer Services consistent with the mission of the organization;
- explaining the volunteer role to clients;
- educating staff about volunteerism; and
- actively volunteering our time and talent to our professional organizations and to our communities.

2. Accountability:

Volunteer Management professionals recognise that our roles involve multiple accountabilities to volunteers, our organization, clients, staff, and our profession. We believe that accountability is a key value in the pursuit of excellence. We strive to demonstrate accountability:

To volunteers -

- by providing accurate information on opportunities and honest feedback on results, and
- by fostering a safe and supportive environment for volunteers.

To our organization - by managing our resources in such a way as to maximise value added services to our organizations.

To our clients - by striving to provide the highest quality service within available resources.

To the staff - by working co-operatively with staff to develop volunteer services.

To our community - by managing our resources wisely.

To our profession -

- by being guided by professional Standards of Practice in the management of volunteer resources,
- by pursuing on-going professional development, and
- by active involvement in professional associations at the local and national level.

We recognise that we must balance all these accountabilities in such a way as to produce the most positive outcome for our organizations.

3. Respect:

The Administration of Volunteer Resources is grounded in a very strong belief in respect. As Volunteer Management professionals, we demonstrate our respect:

To volunteers -

- by respecting their differing abilities,
- by providing the opportunity for input into decisions affecting their roles,
- by respecting their motivations for volunteering and striving to meet their needs,
- by respecting confidentiality to the highest degree possible, and
- by empowering volunteers to achieve personal growth.

To our organization -

- by supporting the mission of the organization, and
- by representing our organization effectively to the community.

To our clients - by striving to understand their needs and develop services to meet their needs.

To the staff of the organization - by respecting their role and working to encourage co-operation and support between staff and volunteers.

To the community - by our openness to assist others and form partnerships and collaborations when appropriate.

To our profession -

- by respecting our colleagues, and
- by respecting the roles of our local and national professional associations.

4. Fairness:

Volunteer Management professionals must be guided by fairness in all our decisions.

With respect to volunteers - by treating all volunteers with equity and impartiality.

With respect to our organizations - by developing policies, procedures, and standards that reflect equity and impartiality.

With Respect to clients - by providing service to clients in a fair and equitable manner.

With respect to staff - by treating staff we work with equitably regardless of their personal characteristics or status within the organization.

With respect to the community - by ensuring impartiality in terms of volunteer access and recognition.



With respect to our profession -

- by treating our colleagues fairly and equitably; and
- by maintaining the dignity of our profession in all dealings with our professional organizations at the local and national level.

5. Trustworthiness:

In our dealings with volunteers, our organizations, clients, staff, and professional colleagues, we demonstrate our trustworthiness by our:

Honesty - by communicating openly, tactfully, and honestly.

Integrity - by displaying moral courage by not giving in to expedient solutions.

Reliability - by following through on commitments.

Loyalty - by understanding our different loyalties, and by being able to balance them effectively.

Ethical decision making - by understanding and weighing the ethical implications of our decisions.

Caring - by demonstrating kindness, compassion in all our actions so as to maximise benefits and minimise the harm done to others.

Resources - The following sources were used in the creation of this document:

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- Professional Ethics in Volunteer Services Administration, AVA, 1978.
- Canadian Directors of Volunteer Services in Health Care Code of Ethics, 1988, 1995.
- Code of Ethics for Members of the Western Association of Directors of Volunteers.
- A Code of Ethics for Volunteers, The General Hospital, St. John's, NFLD.
- Professional Ethics in Volunteer Administration, AVA, 1975, 1981.
- The Alberta Teacher's Association, Code of Professional Conduct.
- NLSFRE Code of Ethics.
- "A Guide to Ethical Decision Making" - Johnstone and Waymire.
- The Josephson Institute of Ethics 6 Core Ethical Values - Trustworthiness, Respect, Responsibility, Justice and Fairness, Caring, and Citizenship.