



*CANADIAN COAST GUARD AUXILIARY-PACIFIC
POLICIES AND PROCEDURES MANUAL*

Policy No. ETH-101

SUBJECT

Ethical Standards

Original Approval Date

Revision Date

POLICY

The CCGA-P has an Ethical Standards mandate for the organization that outlines proper behaviour of members and employees, which is to be adhered to at all times.

REASON FOR POLICY

To clarify the standards for proper actions and reactions by members and staff, in order to ensure that there is uniformity within the organization, and that fair treatment is universal within the organization.

GUIDELINES

A copy of the Ethical Standards manual follows.

ETHICAL STANDARDS

Vision

To lead the way in volunteer marine Search and Rescue, and to provide SAR Prevention services to the public of the Pacific Region.

The CCGA-Pacific will be highly visible to the public, to other members of the CCGA, and to all other marine rescue services worldwide. The CCGA-Pacific will be known as the leader in the volunteer marine rescue field.

In consultation with the Canadian Coast Guard (CCG), and the CCGA-National, we will develop and deliver standardized training to all crewmembers, and ensure that CCGA-Pacific SAR resources are located at strategic locations throughout the Pacific region.

Mission

Our mission is, as an integral part of the Canadian Coast Guard Auxiliary and Canadian Search and Rescue system, to provide a volunteer marine rescue service, and to promote public SAR Prevention education throughout the Pacific Region.

Objectives

1. Save 100% of lives at risk.
2. Reduce the number and severity of SAR incidents.
3. Promote marine safety.
4. Support the Canadian Coast Guard.
5. Provide a humanitarian service.
6. Maintain the highest professional standards.
7. Promote dedication and pride of membership.

Values

In all we do and say, we will:

- ❖ *Realize the importance of safety in all of our operations*
- ❖ *Recognize the courage, commitment and humanity of our volunteers*
- ❖ *Maintain our volunteer ethics*
- ❖ *Harness professionalism and expertise in our volunteers*
- ❖ *Respect our fellow members*
- ❖ *Strive for high standards*
- ❖ *Preserve our independence and the trust of the public*
- ❖ *Encourage open and effective communication*

The CCGA-Pacific is an equal opportunity organization committed to the spirit and the letter of the Canadian Human Rights Commission (CHRC). We are committed to ensuring that all volunteers are treated equitably and with dignity. In keeping with the CHRC guidelines we will interact respectfully with all individuals regardless of:

- race
- national or ethnic origin
- colour
- religion
- age
- sex (including pregnancy/childbirth)
- marital status
- family status
- mental or physical disability
- sexual orientation

Code of Ethics

1.0 Member Interactions

Core Principle

The volunteer nature of the CCGA-Pacific means that our organization must be sustained through the goodwill of our members. Positive social interactions strengthen the organization and make volunteering an enjoyable and rewarding activity for members.

Intent

- To promote respect for fellow members.
- To build trust between members.
- To encourage positive, constructive interactions.
- To create an enjoyable and supportive atmosphere for volunteers.
- To increase the cohesiveness of the CCGA-Pacific as an organization.

Guidelines

- 1.1 Treat members with courtesy, sensitivity, tact, and fairness.
- 1.2 Respect the cultures, beliefs, opinions, and decisions of other members, even when you do not agree.
- 1.3 Direct comments or constructive criticism at the performance, not the person.
- 1.4 Refrain from using profane, insulting, harassing, or otherwise offensive language.
- 1.5 Honour the Chain of Command and respect all members, regardless of their title.
- 1.6 Be fair and take action not to discriminate against those who are different than you.
- 1.7 Build goodwill and better friendships.

2.0 Contact with the Public

Core Principle

To the public, the CCGA is a unified force. It is imperative that we are consistent and professional in our contact with the public.

Intent

- To give consistency to our communications with the public.
- To promote a single, consistent image of the CCGA-Pacific during interactions with members of the public.
- To protect the privacy of fellow members.
- To avoid publicly shaming members.

Guidelines

- 2.1 Use confidential organization and member information appropriately within your scope of duties as a volunteer or paid staff member.
- 2.2 Refrain from releasing confidential information to the public without the express authorization of the CCGA-Pacific.
- 2.3 Refrain from public criticism of fellow members.
- 2.4 Consistently display high personal standards in all that you do.

3.0 Honesty and Responsibility

Core Principle

The volunteers and paid staff members of the CCGA-Pacific are a team. As such, we must create positive team dynamics by basing our team on the honesty and responsibility of our members.

Intent

- To promote open communications within the CCGA-Pacific.
- To encourage accountability and care in members' actions.
- To promote trust amongst members.

Guidelines

- 3.1 Be truthful with fellow members.
- 3.2 Admit when you are wrong and accept responsibility for your actions.
- 3.3 Voice your opinions openly with diplomacy and in accordance with known, available facts.

4.0 Commitment

Core Principle

The CCGA-Pacific progresses as an organization largely through the dedication and commitment of our volunteers. The making and honouring of commitments is essential to our values of professionalism and leadership.

Intent

- To enable the CCGA-Pacific to meet its goals and obligations.
- To encourage members to carefully consider each task before agreeing to take responsibility for it and to honour such commitments once made.

Guidelines

- 4.1 Understand that commitment comes from within.
- 4.2 Attend to your volunteer duties in a timely manner.
- 4.3 Keep promises and contracts.
- 4.4 Believe in doing a task the right way and with appropriate enthusiasm.

5.0 Conflicts of Interest

Core Principle

As a non-profit organization partially dependent on public donations, we must maintain a high level of trust with our stakeholders.

Intent

- To build trust with the public by avoiding situations that put a member's personal or professional interests in conflict with those of the CCGA-Pacific.
- To maintain the trust of fellow members
- To encourage fairness within the organization.

Guidelines

- 5.1 Adhere to and advocate the use of published policies on conflicts of interest within the CCGA-Pacific.
- 5.2 Prioritize your obligations to identify conflicts of interest or the appearance thereof; when conflicts arise, disclose them to relevant stakeholders.
- 5.3 Refrain from using your position for personal, material or financial advantage or gain or the appearance of such.
- 5.4 Refrain from giving or seeking preferential treatment in any CCGA-Pacific processes.

6.0 Safety

Core Principle

Safety is an integral value for the CCGA-P, since we provide marine rescue services and SAR Prevention education to the public. Our volunteers may be put in dangerous situations while performing search and rescue activities.

Intent

- To keep our members safe and healthy.
- To set an example for the public by demonstrating safe marine practices.

Guidelines

- 6.1 Put safety first in all your activities.
- 6.2 Respect and use all equipment in the way in which it was intended.
- 6.3 Follow all procedures to the best of your ability at all times.
- 6.4 Acknowledge that training is fundamental to your safety.