

# CODE OF CONDUCT

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**Aga Khan Youth and Sports Board of Canada**

Updated: November 19, 2018

## CODE OF CONDUCT

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***Updated: November 19, 2018***

***\*This document will be reviewed and updated on an annual basis by Aga Khan Youth and Sports Board by December 31 of the year following the last update.***

*The challenge of choice is moral and individual, but meaningful in a social context. For while personal morality is a paramount demand of faith, Islam envisions a social order which is sustained by the expectation of each individual's morally just conduct towards others. The function of ethics is to foster self-realization through giving of one's self, for the common good, in response to God's benevolent majesty.*

– Aga Khan Development Network: An Ethical Framework

## **PREAMBLE**

The Aga Khan Youth and Sports Board of Canada (AKYSB) Code of Conduct outlines the behavior expected from all people connected with the Youth and Sports Board in all regions in Canada. All individuals have a responsibility to act according to the highest standards of integrity, and to conduct themselves in a manner consistent with the ethics and values of Shia Ismaili Islam.

The Aga Khan Youth and Sports Board is focused on nurturing resiliency within our youth to develop strong, confident and capable young adults able to confront any challenge they may face. This includes the ability to form relationships (social competence), to problem solve (metacognition), to develop a sense of identity (autonomy), and to plan and hope (a sense of purpose and future).

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### I. AKYSB OBJECTIVES

The AKYSB Objectives are as follows:

- ❖ All Ismaili youth will be physically, mentally and emotional healthy.
- ❖ All Ismaili youth will have a strong sense of identity, be able to articulate the values of and be ambassadors of Shia Ismaili Islam.
- ❖ All Ismaili Youth will feel a sense of belonging within the Ismaili community.
- ❖ All Ismaili youth will have the skills to be leaders in their discipline, within and outside the Ismaili community.
- ❖ The Canadian Jamat will be healthy and active through their participation in organized/life sports and physical activity.

In alignment with the above described objectives, the following code of conduct has been established to allow Youth and Sports Board of Canada to uphold its internal values of trust, integrity, responsibility and partnership. Everyone involved in AKYSB has a responsibility for setting the standards, making sure there is equal access and opportunity for all and that fairness and respect is upheld.

AKYSB expects all involved with the Youth and Sports Board activities to sign up to the Code of Ethics and Conduct. This Code allows us to deal with any breaches with a consistent approach. AKYSB reserves the right to determine how a participant or a group of participants will be dealt with, and to what degree, should he/she violate the following rules of conduct. Consequences may include disqualification from any AKYSB hosted activities, as deemed appropriate by AKYSB Leadership.

This Code of Conduct is a minimum standard document. Regional Youth and Sports Board Chairs have the right to add additional conduct rules based on their region-specific activity.

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### II. WHO DOES THIS APPLY TO?

The generic Code of Conduct applies to everyone within AKYSB. As a volunteer, participant or spectator in any AKYSB hosted activity, you are expected to abide by the following minimum standards of conduct and behaviour and by the principles outlined below.

### III. EXPECTED MINIMUM STANDARDS OF CONDUCT AND BEHAVIOUR

All individuals involved in AKYSB will, at all times:

- ❖ Respect the rights, dignity and worth of others
- ❖ Conduct themselves in a manner that takes all reasonable measures to protect their own safety and safety of others
- ❖ Protect themselves and others from verbal or physical abuse and threatening or intimidating behaviour
- ❖ Never use inappropriate language or gestures

### IV. PRINCIPLES

All individuals (including multi-faith family members) involved with AKYSB, both adults and children and youth must treat everyone equally and sensitively regardless of age, disability, gender, culture or social background, sexual orientation, or political affiliation or any other personal characteristic/feature.

#### Zero Tolerance Policy

AKYSB is opposed to any form of violent, abusive, offensive or discriminatory behaviour and will act accordingly to individuals who do not abide by this Code of Ethics and Conduct.

At all Youth and Sports Board programs and activities, we have a Zero Tolerance Policy for illegal behaviors and those that endanger the safety and well-being of participants, volunteers, staff, parents and spectators, as well as respectful treatment of facilities being used (note that off-site facility codes are to be followed) and substance use and possession.

- 1) This policy will be in effect during the program, including events outside of the main activity associated with the program (e.g. Social events).

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- 2) In the event that an individual is found engaging in behaviours provided below, they will be asked by the AKYSB Coordinator of the program to leave the program at their own expense.
  - ❖ Verbal, physical abuse, or bullying of any other individual
  - ❖ Possession and/or use of alcohol, tobacco, and illegal substances.
  - ❖ Possession and/or use of weapons, sharp harmful objects, and offensive material.
  - ❖ Intimate or sexual behaviour with fellow participants
  - ❖ Intimate or sexual behaviour with participants.
  - ❖ Vandalism or the intentional destruction of property/equipment.
  - ❖ Theft of any kind from others.
- 3) All participants are expected to behave in a manner that is representative of the program's purpose. Verbal and/or physical harassment towards another individual is not acceptable, and use of profanity or discriminatory language will not be tolerated. Fights or disputes between participants will be dealt with in a reasonable and fair manner.
- 4) Youth and Sports Board has the right to determine consequences for this type of behavior, including being banned from an activity, banned from a facility, suspended for a longer period of time from said activity or facility. Final decisions will be made the regional AKYSB Chairperson. Individuals may appeal this decision to the National Youth and Sports Board Chairperson. All decisions at this level are final.

*Please Note: There are certain infractions for which the 3-Strike Policy will not be used. If a participant is caught smoking, consuming alcohol/drugs or being abusive towards another individual, they will be sent home immediately. YSB Organizers may, if necessary, remove an individual who endangers the safety of others.*
- 5) Everyone involved in AKYSB, both adults and children have a responsibility to treat everyone with dignity, respect, sensitivity and fairness. In particular, individuals should be aware of the special needs of children and adults at risk, and recognize that some face additional barriers.
- 6) Every child or youth at risk involved in AKYSB activities should be able to participate in an enjoyable and safe environment.
- 7) All volunteers of our institution, who interact with children and other vulnerable persons, are expected to perform a record check. Refer to Appendix D and E for details on the Record Check Policy.

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### CODE OF CONDUCT FOR ALL PARTICIPANTS: CHILDREN, YOUTH AND ADULTS

The Aga Khan Youth and Sports Board (AKYSB) is committed to the highest standards of behaviour. Everyone taking part in AKYSB activities, whether as a participant, or a volunteer, must accept and adhere to these standards.

Any violation of these standards may result in an individual being sent home. You must be aware that you are an ambassador for Ismaili Council for Canada, and take full responsibility for your actions.

Please read this Code of Conduct and understand the points set out below and agree to comply fully with them.

- ❖ I will treat others with the respect and fairness that I would like them to show me
- ❖ I will promote relationships with participants and others that are based on openness, honesty, trust and respect
- ❖ I will demonstrate proper personal/professional behaviour at all times, promoting positive role models for the participants
- ❖ I will not use foul, abusive or offensive language
- ❖ I will respect the differences between everyone in terms of age, gender, race, ethnic origin, sexual orientation or disability and I will not tolerate or be involved in discrimination of any kind
- ❖ I will not use or be under the influence of substances (drugs and alcohol) except within the named designated areas
- ❖ I will not possess, consume or supply alcohol, illegal and/or performance enhancing drugs
- ❖ I will not engage in sexual activity
- ❖ I will keep my mobile phone switched off during sessions unless invited to use as part of the session
- ❖ I will ensure my use of social networking sites promote positive images and comments of the activity
- ❖ For overnight activities, if applicable, I will not leave my designated accommodation at any time during the event, without permission from the YSB organizer.

I understand that should I not comply with this code of conduct, I will face the consequences listed in this Code of Conduct, at the discretion of the regional Youth and Sports Board Chairperson.



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Participant Name

Date

CODE OF CONDUCT FOR PARENTS, VOLUNTEERS & SPECTATORS

This Code of conduct provides details of acceptable and unacceptable behaviour, and the expectations of others in relation to good operational practices. AKYSB hopes that everyone involved will have a positive experience at the event within the parameters of this Code of Conduct.

I am aware that I am an ambassador for AKYSB and I take full responsibility for my actions. I have read this code of conduct and I understand the points set out below and agree to comply fully with them.

- ❖ I will respect the dignity and rights of every individual and promote their welfare and individual needs
- ❖ I will build and promote relationships with peers and youth that are based on openness, honesty, trust and respect
- ❖ I will display high standards of personal and professional behavior at all times, providing a positive role model for the youth (this includes my use of social networking sites)
- ❖ I will respect the differences between everyone in terms of age, gender, race, ethnic origin, nationality, political belief, sexual orientation or disability
- ❖ I will not smoke, drink alcohol or use banned substances at any AKYSB program or site
- ❖ I will not condone, or allow to go unchallenged, any form of discrimination if witnessed
- ❖ I will ensure activities are appropriate for the age, maturity, experience and ability of the individual and respect children’s opinions when making decisions about their participation in AKYSB activities
- ❖ I will respond to any concerns about a child’s or young person’s welfare, working in partnership with others in the young person’s best interests
- ❖ If a child or young person shares their concerns with me I will listen, stay calm, not make judgements or false promises and will inform the correct person in line with the reporting procedures laid down by AKYSB
- ❖ I will fully uphold the policies and regulations of AKYSB in relation to my role at the event/activity
- ❖ I will undergo the mentorship/role model training as outlined by AKYSB
- ❖ In regards to sporting events, I will treat all referees, volunteers, and players with respect. If I disagree with a referee call, I will address that person in an appropriate and respectful manner, without disrupting the activity
- ❖ I will cheer in an appropriate manner, without being vulgar or disrespectful

I understand that should I not comply with this code of conduct, I will face the consequences listed in this Code of Conduct, at the discretion of the regional Youth and Sports Board Chairperson.

\_\_\_\_\_  
Individual Name

\_\_\_\_\_  
Role (Volunteer, Parent, Spectator)

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**APPENDIX A - SUBSTANCE  
ABUSE POLICY**

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### SUBSTANCE USE POLICY

#### **1.0 Introduction**

Recognizing the potential negative effects of alcohol and drugs, AKYSB's strategy will focus heavily on creating compassionate environments for all members of the Imam including those who have health or social behaviours we would like to discourage. Substance use poses risks even (and, in some material instances, especially) when there is no addiction or "abuse".

We understand that individuals use harmful substances initially because they experience/perceive some benefit from them, including:

- To feel a sense of belonging
- Quick "happiness" or "enjoyment"
- To get their mind off of something distressing
- Changing the perception of environment without changing the environment, or
- Changing the perception of a symptom without changing its cause

#### **2.0 Applicability**

This policy applies to all participants of AKYSB programs, where participants are defined to include players, coaches, organizers, officials, team managers and team staff, administrators, volunteers, spectators, paid staff and contractors. This policy applies to the conduct of participants at any AKYSB activities, programs and events and includes conduct of members in activities in any way related to AKYSB and/or its members.

This policy does not contravene or supersede any federal or provincial law pertaining to the use of drugs and substances. Within the context of AKYSB programs, the stricter of either federal/provincial law or the policy statements contained herein will be adhered to.

#### **3.0 Youth and Minors**

Youth and minors (as defined by Canadian Law) are expected to comply with federal and provincial regulations pertaining to the use of drugs, alcohol, tobacco, and cannabis. Parents and legal guardians are expected to be informed on this policy

#### **4.0 Code of Conduct**

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Any participant found to be in possession of a contraband substance will work collaboratively with AKYSB and Health Board Members to include/integrate, help, and protect murids of the Imam who are exposed to risks of substance use.

Where applicable, all program related sites including gaming venues and hotels must be respected as per the site requirements.

For the purposes of this policy, the following are prohibited:

1. Possession and/or consumption of alcohol, illicit drugs, performance enhancing substances, cannabis, electronic cigarettes and/or vaporizers.
  1. Sports venues, program related functions, institutional events are for fostering jamati unity, healthy activity, and community enjoyment. In the interests of achieving these ends and out of respect for the values of our faith community, such events and all related venues must be kept free of the possession or use of harmful substances as defined by this policy
2. Distribution of drugs
  1. The distribution of all drugs, including prescription drugs, is strictly forbidden at all programs, including gaming and sports venues, program related activities (I.e. banquets, awards ceremonies), offsite program venues, and program sponsored residential venues (I.e. hotels)

### **5.0 Therapeutic Use**

\*Note that this section applies only to overnight events.

AKSYB recognizes that some substances are used for therapeutic use. Accordingly, a therapeutic use exemption (TUE) may be made for those participants with medical history demonstrating the need for regular use of such a drug. TUEs may be granted according to the following parameters:

- 1) Participants must apply for a TUE a minimum of 2 weeks prior to program participation, or as otherwise stated by the program regulations
- 2) TUE applications may require a personal statement, disclosure of the nature of drug use, and confirmation from a medical professional. The information contained in the TUE application will be kept private, as per the privacy policy of the Aga Khan Council for Canada.
- 3) TUEs will be approved at the discretion of AKYSB and/or its delegated members, and may be conditional on parameters to ensure safe use of a drug or substance

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**APPENDIX B - SPORTS CODE OF  
CONDUCT**

## CODE OF CONDUCT

### SPORTS CODE OF CONDUCT

#### 1. Purpose

The purpose of this document is to outline the expectations of all participants in Aga Khan Youth and Sports Board (AKYSB) programs, including athletes, coaches, team members, volunteers and spectators. AKYSB sports programs are inclusive programs which value the safety and security of all participants (athletes, volunteers, and spectators) and tournament officials. This document is consistent and supportive of AKYSB's *Fair Play Policy* and the *Aga Khan Development Network's (AKDN) Ethical Framework*.

#### 2. Fair Play

The over-arching principles of the *Fair Play Policy* include:

- ❖ Showing respect to all individuals
- ❖ Respecting the facility in which you play
- ❖ Showing self-control at all times
- ❖ Athletes should compete to the best of their ability within the limits of the rules.

All athletes will:

- ❖ Participate for the love and enjoyment of the game
- ❖ Play fair. Winning is without value if victory has been achieved unfairly or dishonestly
- ❖ Respect the efforts and abilities of their opponents because without them there would be no game
- ❖ Respect their team mates and do their best to be a true unified team player
- ❖ Respect all fellow athletes, captains, officials/referees, spectators, and organizers/administrators.
- ❖ Respect and play by the rules of the game. Make an effort to learn them, to understand the game better. It is just as important to understand the spirit of the rules. Rules are designed to make the game fun to play and fun to watch
- ❖ Play to Win. If you do not play to win, you are cheating your opponents, deceiving those who are watching, and also fooling yourself
- ❖ Accept Defeat with Dignity. Nobody wins all the time. Always lose graciously. Congratulate the winners with grace. Good losers earn more respect than bad winners

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### 3. Zero Tolerance

AKYSB has a zero tolerance policy on acts of misconduct (refer to section IV of the General Code of Conduct) including, but not limited to, physical and verbal abuse, violence, possession or consumption of alcohol, and possession or use of drugs including cannabis. This policy is designed to protect participants and other users of the program facilities from aggressive behavior, and uphold a conduct that demonstrates respect for fellow athletes, participants, and organizers.

#### 3.1. Acts of Misconduct

The following acts of misconduct will be subject to immediate discipline at the discretion of AKYSB and the program organizers.

- 1) Verbal abuse and abusive language
  - a) Applicable to all dialects – any participant verbally abusing another participant or tournament official, or using abusive or derogatory language, will be ejected from the game, and may be ejected from all tournament activities and venues.
- 2) Interference with play or with tournament officials from carrying out their duties
  - a) Any participant found to be interfering with play or with tournament officials, referees, and volunteers will be ejected from the tournament and may be ejected from all tournament activities and venues.
- 3) Physical abuse and fighting
  - a) There shall be no fighting whatsoever between players, teams, coaches, managers, referees, officials, volunteers, and/or spectators. Anyone involved in fighting or deemed to have physical contact with the intent to injure another person will at minimum be immediately ejected from the tournament, regardless of the severity of the altercation. This policy is applicable at all times during the tournament, both in and out of the course of play and at non-gaming sites including hotels.
    - i) Additional safety and/or disciplinary actions, like removal from the facility, may be taken depending on the circumstance.
    - ii) Where applicable, any fighting in the person's final/last game will at minimum result in immediate ejection from the current game, and that

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person sitting out for the entire first day of the following year's tournament.

- b) Team(s)/player(s)/coach(es)/manager(s) shall not be involved or participate in bench brawls. One (or more) person (people) leaving the bench during the game to join a misconduct related situation on the field, regardless of intent and actions of that (those) individual(s), will be deemed as a bench brawl. Any team deemed to have participated in a bench brawl will be subject to the following at a minimum, regardless of how many people from the bench were involved:
  - i) Entire team disqualified from their current game
  - ii) Entire team disqualified from their next game
  - iii) If the bench brawl occurred in the team's final/last game of the tournament, then every player on the team must sit out for the entire first day of the following year's tournament, even if they are on different teams in the following year's tournament
  
- 4) Harassment, including perceived or real threats to safety
  - a) Any form of discrimination on the basis of color, religion, national origin, socio-economic disposition, sexual orientation, or in the form of neglect, is not tolerated.
  
  - b) Any form of harassment, including perceived or real safety threat to another participant or tournament official will result in the participant being ejected from the tournament, all tournament activities and venues and, at the discretion of AKYSB, may result in denial of entry for future AKYSB sponsored tournaments.

### 3.2. Reporting Incidents

All participants should avoid any unsafe behavior. If a participant witnesses any hostile behavior between individuals, including arguments or fights, it is incumbent on them to report the altercation to the volunteers.

Any situation that causes harm to an individual, the facility, or equipment should also be brought to the attention of the volunteers. In case of an emergency, call 911.



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### **4. Discipline**

AKYSB and its delegated members, reserve the right to review any misconduct, fights, and/or act of unsportsmanlike behaviour and enforce discipline. Disciplinary measures will be decided and enforced at the discretion of the AKYSB and its delegates. Failure of any player(s), coach(es), or team(s) to comply with the disciplinary measures in the aforementioned circumstances will result in indefinite suspension from the tournament.

Additional safety and/or disciplinary actions, like removal from the facility, may be taken on a case-by-case basis, for each individual, depending on the circumstance. The above penalties may be applied to situations occurring in between games. This will be determined on a case-by-case basis by the organizers and/or AKYSB.

### **5. Rules and Regulations**

#### **5.1. Eligibility**

All athletes must have one form of government issued photo ID, with them at all times. Failure to produce these on demand at a game may render the athlete ineligible.

#### **5.2. Authority of Referees**

Officials/Referees will apply the rules of the game with consistency, courtesy, and firmness, maintaining impartiality at all times. Officials/Referees have complete discretion to assess any in-game penalties, as they deem appropriate. All In-game decisions made a by the

Official/Referee decisions are final and effective immediately. Furthermore, all in-game decisions made by the Official/Referee are not subject to appeal.

The Official/Referee has the authority to suspend or temporarily halt any game for perceived or real safety considerations either to the participants, the spectators, or to the Referee and his/her assistants.

Only the appointed Captains and Coaches are permitted to talk to the Official/Referee. Abuse – verbal or physical – toward the Official/Referee or his/her assistants by any one will not be

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tolerated and will result in the participant or team being ejected from the tournament and all tournament activities and venues.

### **5.3. Uniforms**

Advertising, images, words, or logos that do not align with the ethic of our faith will not be permitted on any article of clothing worn by participants during competition including warm-ups and practice time at tournament sites and venues.

The Official/Referee has the discretion to deny athletes the right to compete if they are not in uniform and/or are deemed to be wearing offensive or inappropriate clothing until that article of clothing is replaced.

### **5.4. Medical Clearance**

In the event that an athlete is injured at any point during the tournament, on or off the field/court, the athlete must be cleared by the host a medical professional before they can resume playing. The athlete must present the field marshal or organizing team with written clearance, as provided by a medical professional, before being allowed back on the field/court.

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**APPENDIX C - CAMP CODE OF  
CONDUCT FOR STAFF**

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### CAMP CODE OF CONDUCT FOR STAFF

[**Program Name**] takes pride in all it does to ensure that the participants who come have a safe, secure, and memorable summer. You, our staff, are key to making this happen. More than that, you represent a Shia Ismaili Muslim Jamati Institution in everything you say and do during camp, as well as after camp. The code of conduct below outlines your responsibilities, the Zero Tolerance Policy, and guidelines on how to interact with participants during camp and after camp.

During your time at [**Program Name**], please ensure that your words, actions, and overall behaviour are driven by four ethical standards: **Care, Respect, Trust, and Integrity**.

#### 1. Responsibilities

##### 1.1. Supervision

Staff members are responsible for the safety, security and overall well-being of the participants during the program.

##### 1.2. Professionalism

- 1) Staff must behave professionally at all times. If you have a conflict with another staff member, please consult with a member of the senior staff and resolve the situation in private. Participants should not witness any disputes or disagreements among staff members.
- 2) Absences/Lateness: You are expected to be at camp and ready to work according to the times discussed at training. If you know you are going to be late or absent for circumstances out of your control, you must let a senior staff member know as soon as possible.

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- 3) Staff will exercise confidentiality if and when sensitive information is shared about participants and fellow staff members. Exception to this policy is if a participant discloses information that threatens their safety and well-being.
- 4) Appropriate language is required and expected at all times.
- 5) Staff is expected to dress appropriately for the program.
- 6) Mobile devices should not distract you from your responsibilities. They should only be used should your role consists of access to a mobile phone.

### **1.3. Safety**

It is your duty to ensure safety of all participants and be aware of anything that might compromise their well-being. You will be expected to enact the 4 R's. Recognize, Respond, Report, and Reflect.

- ❖ Recognize (or anticipate) that there is a situation requiring your attention
- ❖ Respond to the situation using strategies discussed during training
- ❖ Report the situation to a senior staff member as soon as possible
- ❖ Reflect on how the situation unfolded and the role you played

### **1.4. Fulfillment of Assigned Tasks**

All duties assigned to you by a senior staff member must be completed in a timely manner. If you are uncomfortable or unsure of any directions that are given to you, please express your concerns to a senior staff member as soon as possible.

### **1.5. Use of Facility and Program Materials**

- 1) All of the resources provided must be respected and maintained. Staff members must take care of the facilities, equipment, and supplies available, and must abide by the rules and guidelines of the facility.
- 2) Surrounding nature and the program site must be protected at all times.

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- 3) Safety precautions must be taken during all sporting activities. Life jackets must be worn during water sports and a lifeguard must be present during all water activities.

### **2. Zero Tolerance Policy**

At **[Program Name]**, we have a Zero Tolerance Policy for illegal behaviors, inappropriate behaviors, and those that endanger others. This policy will be in effect during the program, including formal camp events associated with the program (e.g. staff socials). In the event that a staff member is found engaging in behaviors provided below, they will be asked to leave the program at their own expense.

- ❖ Verbal or physical abuse of participant, participant families, or staff members.
- ❖ Possession and/or use of alcohol, tobacco, drugs, and illegal substances.
- ❖ Possession and/or use of weapons, sharp harmful objects, and offensive material.
- ❖ Intimate or sexual behavior with fellow staff members during camp.
- ❖ Intimate or sexual behavior with participants.
- ❖ Vandalism or the intentional destruction of property/equipment.
- ❖ Theft of any kind from participants, staff, or the camp facilities.

### **3. Interactions with Participants during and after end of camp**

As a staff member for Camp Discovery, you are a representative of the Shia Ismaili Muslim Jamati Institution. You serve as a role model to the children who encounter you during the program, as well as after the program. There are situations, activities, and actions where staff members should exercise caution. Even though there are good intentions, staff needs to consider the implications and appearance of their behaviour.

#### **3.1. Examples of behaviors to avoid during and after end of camp**

- 1) Meeting with participants alone, isolated from observers (eg. behind closed doors), or without informing other staff about the meeting.
- 2) Inviting participants to their home or to meet privately elsewhere.
- 3) Exchanging personal notes, comments, or e-mails.

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- 4) Becoming personally involved in participant's affairs.
- 5) Giving personal gifts to participants.
- 6) Unnecessary physical contact.

### **3.2. Sharing your personal opinions during and after end of camp**

Participants may inquire about complex topics such as sexuality, consumption of alcohol, fasting, dasond etc. Defer questions of this nature to a Jamati scholar (e.g. local STEP teacher) who will be able to respond with appropriate Tariqa knowledge.

### **3.3. Communication over social media during and after end of camp**

Electronic communication encompasses social media and other messaging forms that enable users to interact, create, share and communicate information online. For example, electronic communication includes, but is not limited to, messaging or video chat software, websites, apps, email, texting and blogging. It also includes social media networking platforms such as Facebook, Twitter and YouTube. Electronic communication and social media create new opportunities for extending and enhancing the relationship you've built with participants during camp. However, as the number of communication forms increase, so does the chance of an unintentional mistake.

- 1) If you do choose to add participants to your social media platforms, be mindful of your posts and the effect it can have on impressionable young minds who view you as a role model in the Shia Ismaili Muslim Community.
- 2) When exchanging electronic communication with participants, exercise caution because these messages are permanent and can be tracked, misdirected, and manipulated. Proceed with your exchange as if it was in the presence of the participant's family. Below are some examples of behaviors that should be avoided while interacting with participants over social media:
  - ❖ Intimate or sexual texting with participants.
  - ❖ Communicating during late night hours.
  - ❖ Using comprisable language, such as profanity.
  - ❖ Criticizing participants, family members, or fellow staff.
  - ❖ Posting or forwarding content, links or comments that might be considered offensive, discriminatory, or inconsistent with being a positive role model.

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**APPENDIX D - VOLUNTEER  
AND STAFF RECORD CHECK  
POLICY**



## CODE OF CONDUCT

### VOLUNTEER AND STAFF RECORD CHECK POLICY

\* Please note that this policy has been modified for the requirements of the Aga Khan Youth and Sports Board for Canada. (February 2018)

#### **1. Application**

This Policy applies to all volunteers and staff of the Aga Khan Council for Canada (the “CFC”), the Ismaili Tariqah and Religious Education Board for Canada, and their respective regional or subsidiary Councils, Boards and Portfolios (collectively, the “Institutions”).

#### **2. Purpose**

The purpose of this Policy is to ensure that all volunteers and staff of the Institutions who interact with children and other vulnerable persons have first been properly screened.

#### **3. Background/Introduction**

The Institutions provide services, programs and activities to children, the elderly, and other vulnerable persons in the Jamat. The Institutions take the safety of their program participants and the Jamat extremely seriously and consequently must be careful about screening and selecting its volunteers and staff members.

While this document focuses on record check policies and procedures, all Councils, Boards and Portfolios forming part of the Institutions must ensure that the overall screening and selection of volunteers and staff is conducted in accordance with general non-profit industry standards and, in particular, the “Ten Steps to Screening” protocol outlined in the Best Practice Guidelines for Screening Volunteers published by Public Safety Canada (referenced in the Key Relevant Documents section below).

#### **4. Policy**

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- 1) For the purposes of this Policy:
  - a) “child”: is defined as anyone under age 18; and
  - b) “vulnerable person” is a person who, because of his or her age, a disability, or other circumstances, whether temporary or permanent: (a) is in a position of dependency on others; or (b) is otherwise at a greater risk than the general population of being harmed by a person in a position of trust or authority towards them. A position of trust or authority is created when an individual’s relationship with someone else contains any of the following characteristics: decision-making power, unsupervised access, closeness inherent in the relationship, or personal nature of the activity undertaken.
- 2) Each position within the Institutions must be described in relation to the risks inherent to participating children and vulnerable adults. Position descriptions are to set out specific conditions and responsibilities of volunteers and staff, including the type of participant with whom the volunteer or staff member occupying the position will be working.
- 3) All positions within the Institutions are to be ranked according to the nature and degree of risk to which participants can be exposed through the delivery of services by volunteers and staff members in the position.
  - a) Low risk: minimal or no contact with children and/or vulnerable persons, no characteristics of trust or authority.
  - b) Medium risk: supervised contact with children and/or vulnerable persons, no characteristics of trust or authority.
  - c) High risk: unsupervised contact with children and/or vulnerable persons, and/or existence of characteristics of trust or authority.
- 4) Police check screening protocol for each position is to be determined by the applicable Council, Board or Portfolio, and is to be proportional to assessed risk factor of the volunteer position. The following should serve as a guideline for the level of police check that must be completed:
  - a) For Medium risk positions, a criminal record check (“CRC”) must be completed. A CRC verifies whether an individual has a criminal record.
  - b) For High risk positions, a police vulnerable sector check (“VSC”) must be completed. A VSC is an enhanced criminal record check, and verifies whether an

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individual has a criminal record, as well as whether he/she has any record suspensions for sexual offences. A VSC check may involve more intrusive methods of collecting information, such as fingerprinting.

The above is not intended to be entirely determinative, and, as an example, a Council, Board or Portfolio may determine that VSC is still appropriate for a volunteer in a Medium risk position.

- 5) Council, Board and Portfolio presidents or chairpersons must ensure that all volunteers and staff members in positions requiring a CRC or VSC have submitted a check. Each volunteer in a position requiring a CRC or VSC must redo the check every three years that they are in that position. A previously completed CRC or VSC may be used for a future position for up to a maximum of five (3) years from the date of the original check, following which a new check must be completed as the (3) year period lapses.
- 6) If a volunteer or staff member is active in more than one position, they must be screened for the position where the level of risk to children or vulnerable persons is the highest.
- 7) If a volunteer or staff member changes positions, the relevant Council, Board or Portfolio must ensure that the screening used for the previous position is appropriate for the new one. If not, then the volunteer or staff member must be screened again for the new position.
- 8) Council, Board and Portfolio leads must forward all checks to the CFC Secretariat for safe-keeping.
- 9) The CFC Secretariat must retain checks of unsuccessful applicants for a period of 2 years; and will retain checks of successful applicants for a period of 7 years. When these periods are up, the CFC Secretariat will dispose of the checks safely and securely.
- 10) All persons in control of information, documentation, and materials created in the screening process, including CRCs and VSCs (“personal information”) must maintain good privacy practices. This means taking reasonable precautions to protect and safeguard private information, and to secure it from inappropriate access, use, and disclosure. Paper-based information may be stored in secured offices or external secured storage facilities. Electronic information may be stored in secured computer systems with secured back-ups generally stored off-site. It may be appropriate to have various levels of security in place to safeguard personal information, including physical safeguards, administrative safeguards, and technical safeguards.
- 11) It is the responsibility of volunteers and staff members obtaining a CRC or VSC to cover the costs of doing so. Some jurisdictions provide police record checks for free or for a

## CODE OF CONDUCT

reduced cost for volunteer organizations. If an applicant is unable to pay the costs, then the applicable Council, Board or Portfolio should endeavour to find alternate means for payment. The cost of a check should not be a barrier to a volunteer or staff member obtaining a position for which they are otherwise qualified.

### **5. Procedure for Obtaining Police Checks**

The procedure below is an example process, and the exact process may vary by province or region. Each Council, Board and Portfolio should work with the applicable Regional Legal Member to establish an exact process for the applicable region.

- 1) The responsible Council, Board or Portfolio provides an official letter to the applicant with the following information:
  - a) The name and address of the Council, Board or Portfolio requiring the check;
  - b) A description of the volunteer position;
  - c) The reason for the screening and who the applicant will be working with (children, elders, disabled people, etc.)
  - d) A statement that the applicant will not be paid for his/her work nor compensated for his/her expenses.
  
- 2) In some regions, the Council, Board or Portfolio may be able to apply for a check through an online system. If not, the applicant applies to the police service in the area where he or she resides. In most police jurisdictions, the applicant will go directly to the local police service to complete the CRC or VSC request forms. He or she should be prepared to provide:
  - a) The official letter from the Board or Portfolio lead;
  - b) Two pieces of personal identification;
  - c) Payment for any applicable fee; and
  - d) Information such as his or her full name, date of birth, gender, mailing address, phone number, email address, home addresses for the past 5 years, and the reason for the application

**CODE OF CONDUCT**

- 3) The check will be provided to the applicant and/or directly to the Board, Council or Portfolio. If the applicant receives the VSC or CRC, they should be asked to forward it to the Council, Board or Portfolio lead.
  
- 4) Standards for Disqualification: Candidates for employment and volunteer positions will not be considered if:
  - a) They are registered on the Vulnerable Sector Screening;
  - b) There is criminal conviction of any kind in the past five years; or,
  - c) If there is a conviction of a crime involving: the victimization of children and youth, violence toward another person, trafficking of illegal substances, criminal activity involving children and youth, and other activity that would impair the person's ability to be presented as a positive role model.
  - d) If there is a conviction for a crime other than those listed in the previous point that is older than five years, the please refer to point 6 below for the review and approval process taking into account the relevance to the work of the individual and its potential impact on the organization and make a determination whether to decline engagement of the individual with the work of the organization.
  - e) As per section 6 below, a candidate may be disqualified if any information is presented that is deemed to put the program participants at risk. This decision will be determined by the Regional Legal Member and National Legal Member, in consultation with the relevant Council, Board or Portfolio leads and other relevant stakeholders.
  
- 5) All employees and volunteers have the continuing obligation to report any incidents that happen while they are employed or volunteering with the Institutions that would be disclosed on a subsequent screening. Failure to report such incidents may result in dismissal.
  
- 6) If there is a question as to whether or not the applicant is appropriate for the position based on the results, the matter should be referred to the Regional Legal Member in the relevant region, and the National Legal Member. In such a situation, the Regional Legal

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Member and National Legal Member, in consultation with the relevant Council, Board or Portfolio leads and other relevant stakeholders, will make and document a decision regarding whether or not the applicant will be permitted to take on the position. Such decisions will be kept in a repository by the National Legal Member and shall be used as a precedent for future decision making.

- 7) The Council, Board or Portfolio lead passes the VSC or CRC on to the CFC Secretariat for safekeeping.

### **4. Key Relevant Documents**

- 1) Criminal Record and Vulnerable Sector Checks
- 2) [www.rcmp-grc.gc.ca/en/criminal-record-and-vulnerable-sector-checks](http://www.rcmp-grc.gc.ca/en/criminal-record-and-vulnerable-sector-checks)
- 3) How to Obtain a Certified Criminal Record Check
- 4) [www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm](http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm)
- 5) Pamphlet on VSCs
- 6) [www.rcmp-grc.gc.ca/cr-cj/vulner/brochure-eng.pdf](http://www.rcmp-grc.gc.ca/cr-cj/vulner/brochure-eng.pdf)
- 7) FAQ's on VSCs
- 8) [www.rcmp-grc.gc.ca/cr-cj/vulner/faq-eng.htm](http://www.rcmp-grc.gc.ca/cr-cj/vulner/faq-eng.htm)
- 9) The Screening Handbook, Public Safety Canada
- 10) <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/scrngng-hndbk/index-en.aspx#sec16>
- 11) Best Practice Guidelines for Screening Volunteers, Public Safety Canada
- 12) <https://volunteer.ca/content/best-practice-guidelines-screening-volunteers-finding-right-match>
- 13) To Keep or Not to Keep: Best Practices in Record Keeping, Diane A. MacFarlane (p. 6)
- 14) [http://www.cjvrm.org/past/Canadian\\_Journal\\_2004\\_-1.pdf](http://www.cjvrm.org/past/Canadian_Journal_2004_-1.pdf)

### **5. Document Management and Control**

Owner: Aga Khan Council for Canada

Approved by: Aga Khan Council for Canada

Date approved: April 8, 2017

Revision history: N/A

Review date: [December 31, 2018]

**\*Refer to Appendix E for full Volunteer Package – Record Check**

**CODE OF CONDUCT**

**APPENDIX E - VOLUNTEER  
PACKAGE –RECORD CHECK  
POLICY**

**CODE OF CONDUCT**



Aga Khan Youth and Sports  
Board Canada  
RECORD CHECK POLICY

VOLUNTEER  
APPLICANT PACKAGE

February 2018



# Aga Khan Youth and Sports

## Board Canada

### RECORD CHECK POLICY

#### VOLUNTEER

#### APPLICANT PACKAGE

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## **PURPOSE OF THIS INITIATIVE:**

Together, our institutions and our volunteers provide wonderful services and programs to our Jamat. Many members, whom we cater to, are vulnerable persons<sup>1</sup>, such as children<sup>2</sup> and the elderly. In rendering services to them, our volunteers are constantly put in positions of trust or authority. It is therefore, of utmost importance for us to ensure the safety of our Jamat while rendering these services.

This means taking precautionary measures when selecting volunteers and staff members. To that end, effective this year, the Aga Khan Youth and Sports Board for Canada, has introduced a volunteer and staff police record check policy as part of its recruitment process.

The purpose of this policy is to ensure that all volunteers of our institution, who interact with children and other vulnerable persons, have first been properly screened. As you may be aware, this is a standard policy that is in practice in most non-profit organizations as per best practices outlined by the Government of Canada.

You, our volunteers, are the backbone of our institutions and of the Jamat. We need your support to effectively implement this policy, which will protect and ensure the safety of all who are involved. However, it is important to understand that we respect and value the immense services rendered by you and this policy, in no way, undermines your position as volunteers of our Jamat.

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<sup>1</sup> **Vulnerable persons** are those who are in a position of dependence on others (such as children or people with disabilities) or who are at a higher than normal risk of being harmed by an authority figure.

<sup>2</sup> **Children** are defined as being anyone under the age of 18.

## **PROCEDURE FOR OBTAINING A RECORD CHECK:**

PLEASE NOTE THAT THE PROCESS OUTLINED BELOW MAY VARY BY PROVINCE OR REGION.

### **STEP 1:**

Confirm what type<sup>3</sup> of police record check, Criminal Record Check (CRC) or Vulnerable Sector Check (VSC), is required for your specific volunteer position, with the relevant Institution, Board or Portfolio Lead.

### **STEP 2:**

Confirm whether the CRC/ VSC Request Form can be filled through an online system by your respective Institution, Board or Portfolio Lead or if it must be filled in person.

In most police jurisdictions, the applicant will be required to go directly to the local police service station in order to complete the CRC or VSC request forms.

NOTE: If you are required to attend in person to obtain the record check, please follow the steps below.

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<sup>3</sup> Please refer to FAQs on page 7 for detailed definitions of the types of police record checks.

### STEP 3:

Obtain an official letter<sup>4</sup> from the relevant Institution, Board or Portfolio Lead verifying the following details:

1. The name and address of the Council, Board or Portfolio requiring the check;
2. A description of the volunteer position;
3. The reason for the specified screening and who the applicant will be working with (children, elders, disabled people, etc.);
4. A statement that the applicant will not be paid for his/her work nor compensated for his/her expenses.

### STEP 4:

**Fill out your application (paper submission) or provide the required information to the person filling out your application (electronic submission).**

Be prepared to present the following information:

1. The official letter from the Board/ Portfolio Lead;
2. Two valid pieces of government issued identification (one with a photo and one with proof of address);
3. Payment for any applicable fee; and
4. Information such as your full name, date of birth, gender, mailing address, phone number, email address, home addresses for the past 5 years, and the reason for the application.

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<sup>4</sup> The template for the Letter from the Board/ Portfolio Lead is provided in the Annexures.

**STEP 5:**

**Verify and submit the CRC / VSC Request Form.**

**STEP 6:**

**Once the application is processed, the requested information will be provided directly to you (the applicant). It is your responsibility to submit the CRC or VSC to the Council, Board or Portfolio Lead for review.**

## **FREQUENTLY ASKED QUESTIONS:**

**What are the types of police record checks available?**

There are two types of police record checks that the institution can request from a volunteer applicant. This is dependent on the degree of contact the volunteer position demands with vulnerable persons and the risk thereof to the same.

**Criminal Record Check (CRC)**: Verifies whether an individual has a criminal record.

**Vulnerable Sector Check (VSC)**: An enhanced criminal record check, that verifies whether an individual has a criminal record, as well as whether he/she has any record suspensions for sexual offences. A VSC check may involve more intrusive methods of collecting information, such as fingerprinting.

**Who requests a police record check?**

It is the responsibility of the Council, Board or Portfolio Lead to request a police record check and more specifically, the type of record check (CRC or VSC).

**Who conducts a record check?**

Record checks must be conducted by the local Canadian police service where an applicant resides or by an authorized body.

**What is the frequency of renewal for record checks?**

Each volunteer in a position requiring a CRC or VSC must redo the check every 3 years that they are in that position.

**Can I use the results of a police record check for more than one position?**

If a volunteer changes positions, the relevant Council, Board or Portfolio Lead will ensure that the screening used for the previous position is appropriate for the new one. If not, the volunteer must be screened again for the new position.

Moreover, a previously completed CRC or VSC may be used for a future position for up to a maximum of 3 years from the date of the original check, following which a new check must be completed as the 3-year period lapses.

**Who can get a vulnerable sector check?**

People who want to apply for a volunteer position that puts them in positions of trust or authority over children or vulnerable persons can be asked to obtain a vulnerable sector check.

**Who is accountable for covering the cost of the police record check?**

Accountability of cost will vary with the portfolio under which the volunteer position falls. However, the cost of the check will in no way be an impediment to the volunteer obtaining a position for which he/she is otherwise qualified.



**What happens if the record check is unsatisfactory?**

An applicant will not be considered for a volunteer position if:

1. He/she is registered on the Vulnerable Sector Screening;
2. There is criminal conviction of any kind in the past 5 years; or,
3. There is a conviction of a crime involving:
  - the victimization of children and youth,
  - violence toward another person,
  - trafficking of illegal substances,
  - criminal activity involving children and youth, and
  - other activity that would impair the person's ability to be presented as a positive role model.

If there is a conviction for a crime other than those listed above that is older than 5 years or if there is a question as to whether or not the applicant is appropriate for the position, the Regional Legal Member and National Legal Member, in consultation with the relevant Council, Board or Portfolio Lead, will decide whether or not the applicant will be permitted to take on the position.

**What happens to the information provided in the police record check?**

The Council, Board or Portfolio Lead passes the VSC or CRC on to the Council for Canada (CFC) Secretariat for safekeeping. Record checks of unsuccessful applicants will be retained for a period of 2 years. Those of successful applicants will be retained for a period of 7 years. When these periods are up, the CFC Secretariat will dispose of the checks safely and securely.

### **How do I know my information will be kept confidential?**

All persons in control of information, documentation, and materials created in the screening process, including CRCs and VSCs (“personal information”), must maintain good privacy practices as per the policy. This means that reasonable precautions will be taken to protect and safeguard private information, and to secure it from inappropriate access, use, and disclosure.

Precautionary measures involve putting in place various levels of security including physical safeguards, administrative safeguards, and technical safeguards.

### **What is a Pledge of Confidentiality?**

Our volunteers may come into contact confidential information (oral, written or otherwise) during the course of their engagement in the program. This form asks that the volunteer pledge keep this information confidential to protect both the participant and the volunteer as well.

This pledge form should be signed by the volunteer when they are in a position to gain access to private and sensitive information, especially if they are working directly with youth and/or vulnerable individuals.

## Who can I contact for more information?

For any queries or concerns that you may have, please contact the following members of our team:

1. Salim Bhojani: Honorary Secretary, Aga Khan Youth and Sports Board Canada  
[salim.bhojani@iicanada.net](mailto:salim.bhojani@iicanada.net)
2. Saif Ajani: Chair, Aga Khan Youth and Sports Board Canada  
[saif.ajani@iicanada.net](mailto:saif.ajani@iicanada.net)

Aga Khan Youth and Sports  
Board Canada  
RECORD CHECK POLICY

**ANNEXURES**  
**REQUEST FOR RECORD CHECK - TEMPLATE**

January 15, 2018

To Whom It May Concern:

The Aga Khan Youth and Sports Board which falls under the Ismaili Council for Canada, organizes various initiatives throughout the year for youth within the Ismaili Muslim community. These include but are not limited to, sports leagues, mentorship, and other leadership and engagement programs.

One such national initiative is <<Camp Mosaic, a week-long program that takes place each year. This program is designed for youth aged 10 to 13 and allows for an opportunity to develop their leadership skills, self-confidence and understanding of Islam within a collaborative team environment. >>

In order to provide the best experience in the most affordable way, our institution relies heavily on our volunteers to serve as counselors for the camp. No profit is made from our programming and neither are volunteers compensated for their services.

This year, \_\_\_\_\_, has been selected to volunteer for the Board as a Camp Counselor. He/she will be responsible for a group of 5 participants and will be working closely with them to ensure their safety and the completion of activities in a fulfilling manner.

On behalf of the Aga Khan Youth and Sports Board for Canada, I therefore, request a Vulnerable Sector Check for the above-mentioned volunteer. I would like to thank you for your support with this request.

If you require more information, please feel free to contact \_\_\_\_\_, Aga Khan Youth and Sports Board Chairman at \_\_\_\_\_.

Sincerely,

<<Name>>

<<Position/Title>>



<<Address>>  
<<Phone>>  
<<Email>>

Aga Khan Youth and Sports  
Board Canada  
RECORD CHECK POLICY

**ANNEXURES**  
**PLEDGE OF CONFIDENTIALITY – PLEDGE**  
**FORM**

## PLEDGE OF CONFIDENTIALITY

I, \_\_\_\_\_, understand that as a volunteer or agent with the Aga Khan Youth and Sports Board and in my role of \_\_\_\_\_, I am the recipient of confidential information concerning direct service recipients, their families, fellow volunteers, the Ismaili Council and its stakeholders.

As such, all information that I receive will be treated as confidential and will not be discussed with unauthorized persons, individuals outside of the organization, any member of my family or other acquaintances.

I have been informed and understand the requirements necessary to maintain the confidentiality of records/information in my program and acknowledge that all written information will be treated with confidentiality that is appropriate for an applicable document.

It is my understanding that to breach that Confidentiality Policy of the Aga Khan Youth and Sports Board, constitutes grounds for disciplinary action including termination of appointment.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

