

Member Code of Conduct



Scope and Applicability

This code of conduct (Code) applies to interactions between the College of Family Physicians of Canada (CFPC) members and its employees, contractors, volunteers, and clients (collectively, “staff”). The Code defines unacceptable member conduct (see [Appendix A](#)) and outlines the CFPC’s responses to such behaviours.

It is designed to protect staff from unacceptable conduct and promote a safe, respectful, and productive work environment.

This Code extends to all physical workplaces, virtual environments, and interactions involving staff including communications in person and via any electronic means (email, social media, online chat, etc.), and phone.

Member Service

The CFPC is committed to:

- **Respect:** Treating everyone with dignity and fairness, regardless of the situation.
- **Safety:** Making sure that all staff work in an environment free from harm, harassment, and intimidation.
- **Integrity:** Maintaining professionalism and accountability in all interactions.
- **Support:** Empowering staff through policies, training, and resources to handle challenging situations effectively.

Professionalism

Members are expected to:

- **Maintain civility:** Use respectful language and avoid shouting, insults, threats, or demeaning behaviour.
- **Respect boundaries:** Understand and honour the personal and professional boundaries of staff.

CFPC staff are expected to:

- **Follow policies:** Adhere to organizational guidelines and procedures for resolving disputes or grievances.
- **Escalate issues appropriately:** Resolve conflicts through the proper channels, avoiding direct confrontation or abusive language.

Staff will receive training to handle difficult situations professionally while safeguarding their well-being.

Empowerment

Staff are empowered to:

- **Enforce policies:** Politely remind CFPC members of expected conduct and, if necessary, escalate incidents to supervisors or security.
- **Cease engagement:** Disengage from interactions that become abusive, threatening, or that they perceive to be unsafe, following established protocols.
- **Report incidents:** Document and report abusive behaviour promptly to guarantee proper investigation and response.
- **Seek support:** Access organizational resources as needed, apprising one's supervisor of the interaction.

Resources can be found in the Appendix of this document.

Enforcement and Accountability

- Unacceptable conduct by members will not be tolerated.
- Member code of conduct violations may result in any one or more of the following responses: restricted access to certain CFPC services and/or events, temporary suspension of support from CFPC staff, a warning letter from the CFPC's CEO, and, in extreme circumstances or in circumstances where the member has repeatedly engaged in unacceptable conduct with CFPC staff, formally reporting the member's conduct to the appropriate Medical Regulatory Authority. Expectations are made clear to members through this Code, and any incidents of unacceptable conduct will be documented in the member's file, together with the CFPC's response.
- Staff, in turn, are expected to provide exceptional member service. All CFPC employees are governed by CFPC Human Resources policies.

Continuous Improvement

This Code of Conduct will be reviewed regularly to make sure of alignment with best practices and evolving needs. Feedback from staff is welcomed to enhance policies and protections. Further, staff will be offered training as needed.

Approved by: CFPC Executive Team

Date: 11 March 2025

This document is a commitment to upholding the dignity and safety of all staff and promoting a respectful environment.



Appendix A: Unacceptable Member Conduct

Unacceptable conduct by members includes, but is not limited to:

Aggressive or abusive behaviour

- **Verbal abuse:** Using insulting, degrading, or offensive language, including inappropriate humour, innuendo, or malicious allegations.
- **Physical violence:** Any form of physical violence or threats of physical violence.
- **Threatening behaviour:** Behaviour or language (written or spoken) that could cause staff or others to feel afraid, threatened, or abused.

Discrimination and harassment

- **Discriminatory remarks:** Verbal or written comments that are not welcome or are offensive or derogatory and that relate to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, or age.
- **Harassment:** Any behaviour that intimidates, humiliates, undermines, or dominates another person. This includes persistent and offensive, abusive, intimidating, malicious, or insulting behaviour.

Unprofessional conduct

- **Misrepresentation:** Misrepresenting credentials, qualifications, or experience.
 - **Non-compliance with policies:** Failing to comply with applicable laws, regulations, CFPC bylaws, and organizational policies.
 - **Unethical behaviour:** Engaging in actions that violate ethical standards, even if not explicitly illegal.
 - **Obstruction:** Engaging in behaviour that hampers the ability of CFPC staff or volunteers to carry out their work effectively and efficiently.
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