



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 the CFPC, including 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 promote a safe, respectful, and productive work environment and to protect the CFPC and its staff from unacceptable conduct.

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

- Expectations are made clear to members through this Code, which forms part of the CFPC's membership requirements, and unacceptable conduct by members will not be tolerated.
- Allegations of member Code violations will be investigated on a case-by-case basis as appropriate in the circumstances, which shall include providing the member an opportunity to provide relevant information and/or make submissions in writing with respect to the alleged violation(s). All relevant information gathered as part of an investigation will be carefully reviewed and considered by a member of the CFPC's Executive Team, or their delegate, who shall issue a written decision setting out their findings and responses, if any. The member shall be entitled to a copy of the written decision.
- Member code of conduct violations may include 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, formally reporting the member's conduct to the appropriate Medical Regulatory Authority, and, in extreme circumstances (including where the member has repeatedly engaged in unacceptable conduct with CFPC staff) suspension or revocation of membership. A suspension may be ordered with or without conditions for reinstatement.
- Members who are found to have violated the Code may appeal the decision of the CFPC by written notice within fifteen (15) business days of the date of the CFPC's decision. Such notice must include a written statement of the reasons for the request, together with the \$150 appeal fee. Appeals shall be conducted by a panel of three (3) members of the CFPC Board designated by the CFPC Board Chair, or their delegate. Appeals shall typically be conducted by way of a written hearing. In extraordinary circumstances, the CFPC, in its sole discretion, may direct that the appeal be conducted by way of an oral hearing, in whole or in part, either in person or virtually, instead of a written hearing. After considering all relevant information relating to the matter(s) at issue, the appeal panel shall issue a written decision confirming or amending, in whole or in part, the CFPC's decision. The decision of the appeal panel is final and not subject to further appeal.
- 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 Board of Directors

Date: February 18, 2026

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 (including obligations of honesty, integrity, and respect), even if not explicitly illegal.
- **Vexatious behaviour:** Engaging in actions or behaviours, often of a persistent nature, intended to cause annoyance, distress, or excessive and unreasonable disruption. Examples include, but are not limited to, seeking to abuse legitimate processes in order to enforce a personal claim or redress a personal grievance; advancing claims that are unfounded, trivial, or pursued without regard for facts; engaging in behaviours or actions that are intended to disrupt or frustrate the CFPC's normal operations, etc.
- **Obstruction:** Engaging in behaviour that hampers the ability of CFPC staff or volunteers to carry out their work effectively and efficiently.