



Vancouver Island
Crisis Society

Code of Ethics

The Crisis Society's Code of Ethics is designed to provide guidance to all Volunteers, Staff and Board Members, individually and collectively, to maintain a high level of ethical conduct. The essential principles of the Code of Ethics are honesty and integrity. Everyone who reflects these characteristics will be a credit to the Society, the Crisis Line and the entire team.

Volunteers, Staff and Board of the Crisis Society believe

1. in actively supporting the mission and philosophy of the Crisis Society.
2. in the basics of active listening;
3. in the dignity and worth of all individuals and their right to be heard without judgment and accepted as unique and with rights to their own personal/cultural values and beliefs;
4. in treating each other and people in the community with:
 - respect
 - warmth
 - empathy
 - acceptance
 - genuineness
 - cooperation
 - honesty
 - integrity,and to not discriminate for reasons of race, religion, ethnicity, place of origin, language, political belief, marital status, gender, sexual orientation, age, socio-economic status, and mental or physical disability;
5. that people are resourceful, capable and have the right to make their own decisions;
6. in respecting the right of Callers and Volunteers to anonymity and in maintaining the confidentiality of the Crisis Society's services while honouring the need for intervention to protect lives at risk;
7. that people have the right to set personal limits and to have them respected;
8. in recognizing individual boundaries of competence and refer to more qualified health professionals when appropriate;
9. in giving support to each Volunteer, staff and Board member;
10. in being open to giving and receiving feedback and in attempting to resolve personal conflicts directly with those involved;
11. that in order to develop our full potential, we take risks, make mistakes, and grow at our own pace;
12. in participating in continuing education and training to upgrade knowledge and stay current in the helping profession;
13. in complying with the spirit as well as the letter of all-applicable business, employment and copyright laws and regulations;
14. that the work of the Volunteers, Staff, and Board contributes to the well being of the greater community.