

MS Ambassador Code of Conduct

Ambassadors play an essential role in helping MS Canada reach out and be more visible. Foremost among their responsibilities is their role as representatives of MS Canada. The MS Ambassador program is strategically focused and offers individuals the opportunity to become involved in the work of MS Canada in a very distinct and substantial way. MS Ambassadors agree to be a visible face and voice of the organization and are expected to conduct themselves in a manner that will promote the mission and goals of MS Canada.

The *MS Ambassador Code of Conduct* has been introduced for the following reasons:

The *Code* protects MS Canada, including our Ambassadors and our mission, and is a means of communicating our expectations to current and potential Ambassadors. The code also provides a standard set of tools to resolve problems.

As a MS Ambassador with MS Canada, you are asked to read and abide by the following:

1. Abide by the Mission Statement and, through personal initiative, to learn, respect, communicate and adhere to the policies and procedures established for MS Canada.
2. Keep the interests of MS Canada in mind at all times and consistently display the highest standards of honesty and personal integrity in performing your Ambassador role. Be conscious of your role as a representative of MS Canada and project a favourable image of MS Canada.
3. Be a faithful steward of funds and property entrusted to you. Declare all conflicts of interest. Perform duties to the best of your ability and follow through on all commitments.
4. Commit to providing equality and fairness to everyone regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation, always maintaining a sense of integrity in relationships.
5. Work with others in a cooperative and respectful manner and refrain from using profane, insulting, harassing or otherwise offensive language in performing your duties. Provide fair, positive and constructive feedback to fellow Ambassadors and volunteers.
6. Respect the privacy of individuals and do not divulge information without the individual's express verbal or written permission.
7. Recognize the limits of authority within the Ambassador role and accept guidance and/or direction from those to whom you are accountable.
8. Support MS Canada publicly and refrain from public criticism of MS Canada, fellow Ambassadors, volunteers, staff members and officials.
9. Speak and act in a professional manner; one which supports the work of MS Canada.
10. Refrain from engaging in any criminal activity while performing your role as an MS Ambassador, including, but not limited to, abusing alcohol and being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs while conducting the business of MS Canada or acting as a representative of MS Canada.